EXHIBIT B

Customer Service Management (V 1911.3) (XMKT) AT&T Proprietary (SPI) Authorized Individua HOST: CLDPRD0CTX00857 Market: GAC Operator: 207034163- AMANDA MARSH CERR ()

Window: Memos

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Creation Date	TYPE	Catego	ory Subscriber	Created By
02/07/2020 13:16:38	CSM General	CSM	919-889-7464	200035881 - ZINETH A
	System Text			UserText
		C	ompliance Review	
01/12/2020 11:33:33	EDD_Acc_Level_Note	BAN		193461021 - EDD API I
	System Text		mail payment recei SER ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING
01/12/2020 11:33:30	Payment Received	FINN		190996023 - REALTIME
	System Text			UserText
	yment deposit date: 01/12/202 od: CC. Source: AUTPAY	0. E	PAY	
12/12/2019 08:34:09	EDD_Acc_Level_Note	BAN		193461021 - EDD API I
	System Text			UserText
12/12/2019 08:34:06	Payment Received	FINN		190996023 - REALTIME
ayment received. Pay	Payment Received System Text yment deposit date: 12/12/201		PAY	190996023 - REALTIME UserText
ayment received. Pay mount: \$83.49. Meth	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General			UserText 10054190 - AMANDA P
ayment received. Pa	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY	9. E	PAY 919-889-7464	UserText
ayment received. Paymount: \$83.49. Method	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General System Text	9. E	919-889-7464 ompliance review	UserText 10054190 - AMANDA P UserText
ayment received. Paymount: \$83.49. Meth	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General System Text CSM General	9. E	PAY 919-889-7464	UserText 10054190 - AMANDA P UserText 10054190 - AMANDA P
Payment received. Payment: \$83.49. Methodology	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General System Text	9. CSM	919-889-7464 ompliance review	UserText 10054190 - AMANDA P UserText
Payment received. Payment: \$83.49. Methodology	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General System Text CSM General	9. CSM	919-889-7464 ompliance review 919-889-7464	UserText 10054190 - AMANDA P UserText 10054190 - AMANDA P
Payment received. Paymount: \$83.49. Method	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General System Text CSM General System Text	9. CSM	919-889-7464 ompliance review 919-889-7464 ompliance review	UserText 10054190 - AMANDA P UserText 10054190 - AMANDA P UserText
ayment received. Paymount: \$83.49. Method 11/14/2019 20:08:20 11/13/2019 23:12:11 11/13/2019 14:01:32 iilling email address	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General System Text CSM General System Text Email Verify Req	9. E	919-889-7464 ompliance review 919-889-7464 ompliance review	UserText 10054190 - AMANDA P UserText 10054190 - AMANDA P UserText UserText UserText UserText UserText
ayment received. Paymount: \$83.49. Method 11/14/2019 20:08:20 11/13/2019 23:12:11 11/13/2019 14:01:32 illing email address the customer.	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General System Text CSM General System Text Email Verify Req System Text	9. E	919-889-7464 ompliance review 919-889-7464 ompliance review	UserText 10054190 - AMANDA P UserText 10054190 - AMANDA P UserText UserText UserText UserText UserText
11/14/2019 20:08:20 11/13/2019 23:12:11	System Text yment deposit date: 12/12/201 od: CC. Source: AUTPAY CSM General System Text CSM General System Text Email Verify Req System Text verification request has been	9. CSM CSM C BAN Sent to B W	919-889-7464 ompliance review 919-889-7464 ompliance review illing email address/ORKING USER ID	UserText 10054190 - AMANDA P UserText 10054190 - AMANDA P UserText UserText UserText S verification request has been sent to the customer S :EDD

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
11/12/2019 13:23:18	EDD_Acc_Level_Note	BAN			193461021 - EDD API I
	System Text				UserText
				il payment recei R ID IS :EDD	pt sent to: jasonwilliams@yahoo.com . THE WORKING
11/12/2019 13:22:20	Payment Received	FINN			190996023 - REALTIME
	System Text				UserText
	ment deposit date: 11/12/2019. od: CC. Source: AUTPAY		EPA	Y	
11/12/2019 08:29:21	CSM General	CSM		919-889-7464	10054190 - AMANDA P
	System Text				UserText
			Com	pliance review	
11/08/2019 11:31:47	CM - Interaction	CRM			193460984 - CLARIFY(
CM - Interaction	System Text			ARIFY:: Interact	UserText
			Need Acco Reso Note Crea Crea Calle	ount/CTN Preser olution: CTI tran s: Compliance ted on: 2019-11 ted by: lw669q	orrect Account or CTN/Incorrect Account or CTN/Incorrect Inted Inted Inted Interior Closed incorrect account Interior Interior CTN/Incorrect Interior CTN/Incorr
11/08/2019 11:31:24	Upg Elg Check Result	SUB		919-208-3101	193460984 - CLARIFY(
	System Text				UserText
Equipment Upgrade El Last Early Upg Date: N	igibility Check. Last Upg Date: Nor one. USC: CFY.	ie.	Resu iPho	ne Standard Up	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
11/08/2019 11:25:49	CM - Interaction	CRM			193460984 - CLARIFY(
	System Text				UserText
CM - Interaction			Action Need According Need Note Creat Creat Calle	ount/CTN Preser plution: Closed s: Compliance ted on: 2019-11 ted by: lw669q	ne orrect Account or CTN/Incorrect Account or CTN/Incorrect inted incorrect account: Other review -08 11:25:39.0 (Wright, Laurie) IAMS;Vendor;Iw669q;919 208-3101;Not Verified; . THE
11/08/2019 11:23:55	Upg Elg Check Result	SUB	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	919-208-3101	193460984 - CLARIFY(
Equipment Upgrade El Last Early Upg Date: N	System Text igibility Check. Last Upg Date: Nor one. USC: CFY.	ie.	Resu iPho	ne Standard Up	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
11/08/2019 11:03:46	CSM General	CSM		919-889-7464	10054190 - AMANDA P
	System Text				UserText
			Com	pliance review	

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Creation Date	TYPE	Catego	ry Subscriber	Created By
10/25/2019 21:42:08	CSM General	CSM	919-208-3101	193460985 - CMDE AP
	System Text			UserText
				to migrate customer to GY_SY protocol - 784 . THE WORKING USER ID IS :cmde
10/25/2019 21:42:06	Add SUB SOC	SUB	919-208-3101	193460985 - CMDE AP
	System Text	,		UserText
ubscriber level SOC 0/25/2019.	created. SOC: OCSTRCK. E	ffective:		
10/25/2019 21:42:06	Expire SUB SOC	SUB	919-208-3101	193460985 - CMDE AP
	System Text			UserText
ate: 10/25/2019.			1 2.2. 22 1.2.	
10/25/2019 09:09:54	CSM General	CSM	919-889-7464	10054190 - AMANDA P
	System Text		ompliance review	UserText
10/18/2019 09:47:38	CSM General System Text	CSM	919-889-7464	10054190 - AMANDA P UserText
		C	ompliance review	
10/15/2019 12:13:46	CSM General	CSM	919-889-7464	70920229 - AMANDA S
	System Text			UserText
		a	ccount accessed fo	r review regarding agent feedback
10/14/2019 21:17:01	CSM General	CSM	919-889-7464	70920229 - AMANDA S
	System Text			UserText
		a	ccount accessed fo	r review regarding agent feedback
10/12/2019 13:35:15	EDD_Acc_Level_Note	BAN		193461021 - EDD API I
10/12/2019 13:35:15	EDD_Acc_Level_Note System Text	BAN		193461021 - EDD API I UserText
10/12/2019 13:35:15		E		
	System Text	E	mail payment recei	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING
10/12/2019 13:35:15 10/12/2019 13:35:12		E	mail payment recei SER ID IS :EDD	UserText

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Creation Date	TYPE	Catego	Subscriber	Created By
10/08/2019 17:35:56	CSM General	CSM	919-889-7464	200035881 - ZINETH A
	System Text			UserText
		С	ompliance review.	notes recheck
10/07/2019 17:10:17	CSM General	CSM	919-889-7464	200035881 - ZINETH A
	System Text			UserText
		С	ompliance review	
10/07/2019 16:12:25	CSM General	CSM	919-889-7464	200035881 - ZINETH A
	System Text			UserText
		С	ompliance review	
10/07/2019 13:08:23	CSM General	CSM	919-889-7464	200035881 - ZINETH A
	System Text			UserText
		C	ompliance review	
10/07/2019 12:24:05	CSM General	CSM	919-889-7464	200046569 - MAE TUP/
	System Text		empliance Deview	UserText
		C	ompliance Review	
10/02/2019 15:07:40	CSM General	CCM		1000007 DAVID HANG
10/02/2019 15:07:40	System Text	CSM		1026627 - DAVID HANS UserText
	Gystem Text	C	onducting Complia	ance Review, dh2832
			, , , , , , , , , , , , , , , , , , ,	,
10/02/2019 14:56:09	CSM General	CSM	919-889-7464	207003226 - JAMES D
	System Text			UserText
	•	C	ompliance review	
09/26/2019 16:34:54	CSM General	CSM		260001058 - CHRYSTIA
	System Text		1-1	UserText
		A	ccount accessed p	er AT&T Legal Request. cc415k
09/26/2019 10:13:55	CSM General	CSM		10029354 - LISA LARA
	System Text			UserText
		A	ccessed account fo	or research regarding agent feedback

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Creation Date	TYPE	Catego	Subscriber	Created By
09/24/2019 20:58:52	CSM General	CSM		260001058 - CHRYSTIA
	System Text			UserText
		Ad	ccount accessed pe	er AT&T Legal Request. cc415k
09/12/2019 07:58:11	EDD_Acc_Level_Note	BAN		193461021 - EDD API I
	System Text			UserText
			maii payment receil SER ID IS :EDD	pt sent to: jasonwilliams@yahoo.com . THE WORKING
09/12/2019 07:58:08	Payment Received	FINN		190996023 - REALTIME
	System Text			UserText
Payment received. Pay Amount: \$84.53. Metho	yment deposit date: 09/12/2019. od: CC. Source: AUTPAY	EI	PAY	
09/11/2019 10:31:17	Office of the Pres	COLL	919-889-7464	30012092 - DOUG MCC
	System Text			UserText
OOP Escalation	•	0	OP Review.	
08/28/2019 19:41:23	Office of the Pres	COLL		40005975 - TAMI SHUF
OOP Escalation	System Text			UserText y, no cust contact, NC1904469
08/28/2019 13:18:45	CSM General System Text	CSM	919-889-7464	650100 - VERONICA PI UserText
		m	anual review	333.10%
08/27/2019 14:25:45	CSM General	CSM	919-889-7464	650100 - VERONICA PI
	System Text			UserText
		m	anual review vp194	13 OOP
08/18/2019 18:24:38	CM - Interaction	CRM		193460984 - CLARIFY(
	System Text			UserText
CM - Interaction		Ac No Lo	CLARIFY:: Interacti ction: One And Dor eed: Other Wireless ocation/Information esolution: Call Disc	ne s Support and Information/Information Request/Store

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Creation Date		10-			
08/18/2019 18:24:09	Upg Elg Check Result	SUB		919-208-3101	193460984 - CLARIFY(
quipment Upgrade E ast Early Upg Date: N	System Text ligibility Check. Last Upg Date: lone. USC: CFY.	None.	Resu iPho	ne Standard Up	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
08/15/2019 02:16:53	Email Verify Req	BAN			193461021 - EDD API I
	System Text				UserText
Billing email address v ne customer.	erification request has been s	ent to		ng email addres RKING USER ID	s verification request has been sent to the customer TH IS :EDD
08/12/2019 12:23:45	EDD_Acc_Level_Note	BAN			193461021 - EDD API I
	System Text				UserText
				il payment recei R ID IS :EDD	pt sent to: jasonwilliams@yahoo.com . THE WORKING
08/12/2019 11:14:44	Payment Received	FINN			190996023 - REALTIME
	System Text				UserText
	od: CC. Source: AUTPAY				
07/12/2019 06:55:07	EDD_Acc_Level_Note	BAN			193461021 - EDD API I
07/12/2019 06:55:07	EDD_Acc_Level_Note System Text	BAN	Emai		UserText
	System Text		USEI	il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING
07/12/2019 06:55:07	System Text Payment Received	BAN FINN	USEI	il payment recei	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME
07/12/2019 06:55:04 ayment received. Pay	System Text	FINN	USEI	il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING
07/12/2019 06:55:04 ayment received. Pay mount: \$83.49. Metho	Payment Received System Text ment deposit date: 07/12/2019.	FINN	USEI	il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME
07/12/2019 06:55:04 Payment received. Pay	Payment Received System Text rment deposit date: 07/12/2019. od: CC. Source: AUTPAY	FINN	USEI	il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME UserText
07/12/2019 06:55:04 Payment received. Paymount: \$83.49. Metho	Payment Received System Text ment deposit date: 07/12/2019. od: CC. Source: AUTPAY EDD_Acc_Level_Note	FINN	EPA'	il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME UserText 193461021 - EDD API I
07/12/2019 06:55:04 ayment received. Paymount: \$83.49. Metho	Payment Received System Text ment deposit date: 07/12/2019. od: CC. Source: AUTPAY EDD_Acc_Level_Note	FINN	EPA'	il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME UserText 193461021 - EDD API I UserText
07/12/2019 06:55:04 ayment received. Pay mount: \$83.49. Metho 06/12/2019 07:50:15	Payment Received System Text ment deposit date: 07/12/2019 od: CC. Source: AUTPAY EDD_Acc_Level_Note System Text	FINN	EPA'	il payment recei R ID IS :EDD Y Il payment recei R ID IS :EDD	UserText ipt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME UserText UserText UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING
07/12/2019 06:55:04 ayment received. Paymount: \$83.49. Method 06/12/2019 07:50:15 06/12/2019 07:50:12 ayment received. Pay	Payment Received System Text ment deposit date: 07/12/2019 od: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Payment Received	FINN	EPA'	il payment recei R ID IS :EDD Y il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME UserText UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING
07/12/2019 06:55:04 Payment received. Paymount: \$83.49. Methologous 100/12/2019 07:50:15 06/12/2019 07:50:12 ayment received. Paymount: \$83.24. Methologous 100/12/2019 07:50:10	Payment Received System Text ment deposit date: 07/12/2019. cd: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Payment Received System Text ment deposit date: 06/12/2019.	FINN	EPA	il payment recei R ID IS :EDD Y il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME UserText UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING
07/12/2019 06:55:04 Payment received. Paymount: \$83.49. Method 06/12/2019 07:50:15	Payment Received System Text ment deposit date: 07/12/2019 od: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Payment Received System Text ment deposit date: 06/12/2019 od: CC. Source: AUTPAY	FINN	EPA	il payment recei R ID IS :EDD Y il payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME UserText UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING 190996023 - REALTIME UserText UserText

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		Cate			Created By	
5/12/2019 08:04:37	Payment Received	FINN			190996023 - REALTIME	
	System Text				UserText	
yment received. Pay nount: \$83.24. Metho	ment deposit date: 05/12/2019. od: CC. Source: AUTPAY		EPAY	(
5/01/2019 13:34:25	CSM General	CSM			70920229 - AMANDA S	
	System Text				UserText	
			acce	ssed account f	or compliance research	
5/01/2019 12:37:40	CSM General	CSM			70920229 - AMANDA S	
	System Text				UserText	
			acce	ssed account f	or compliance research	
5/01/2019 12:36:30	CSM General	СЅМ			70920229 - AMANDA S	
	System Text				UserText	
					or compliance research	
4/30/2019 15:07:25	CSM General	CSM			200035881 - ZINETH A UserText	
	System Text		Com	pliance review		
4/30/2019 13:10:40	CSM General	CSM			200035881 - ZINETH A	
	System Text				UserText	
			Com	pliance review		
4/30/2019 10:05:22	CSM General	CSM			9096675 - KIM WAGNE	
04/30/2019 10:05:22	CSM General System Text	CSM			9096675 - KIM WAGNE UserText	
4/30/2019 10:05:22		CSM	comp	 Dliance review		
		CSM				
14/30/2019 10:05:22 14/29/2019 16:13:04	System Text			oliance review	UserText	
	System Text CSM General			oliance review	UserText 10054137 - LAURIE WI	
	System Text CSM General			pliance review	UserText 10054137 - LAURIE WI	
4/29/2019 16:13:04	System Text CSM General System Text	CSM		pliance review	UserText 10054137 - LAURIE WF UserText	

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
04/29/2019 13:21:51	CSM General	CSM			200035881 - ZINETH A
	System Text				UserText
			comp	oliance review fo	or sim card update report
04/29/2019 12:15:26	CSM General	CSM			9096675 - KIM WAGNE
	System Text				UserText
			comp	oliance review	
04/25/2019 07:29:42	CSM General	CSM		919-889-7464	207013424 - JEROME
	System Text				UserText
	-	,	Pulle	d up acct for re	view
04/17/2019 19:09:30	CSM General	CSM			200035881 - ZINETH A
04/11/2013 13:03:00	System Text	CON			UserText
	Gyotom Toxt		Co	olianco roviou: f	or SIM Card Replacement report
	System Text			I payment recei R ID IS :EDD	UserText pt sent to: jasonwilliams@yahoo.com . THE WORKING
04/12/2019 08:34:25	Payment Received	FINN			193461372 - REALTIME
	System Text				UserText
	ment deposit date: 04/12/2019. od: CC. Source: AUTPAY Upg Elg Check Result	SUB	EPA	919-208-3101	190995803 - OPUS CSI
04/02/2019 12:55:47	System Text	300		313-200-3101	UserText
Equipment Upgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date: No	one.		dard Upgrade: F ne Standard Up	
04/02/2019 12:35:43	Upg Elg Check Result	SUB		919-208-3101	190995803 - OPUS CS
	System Text				UserText
Equipment Upgrade E .ast Early Upg Date: N	ligibility Check. Last Upg Date: No lone. USC: PCA.	ne.		dard Upgrade: F ne Standard Upg	Result:Eligible. grade: Result:Eligible.
03/18/2019 07:59:13	Upg Elg Check Result	SUB		919-208-3101	190995837 - Clarify LS
	System Text				UserText
Equipment Upgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date: No	one.	Resu iPho	ne Standard Up	

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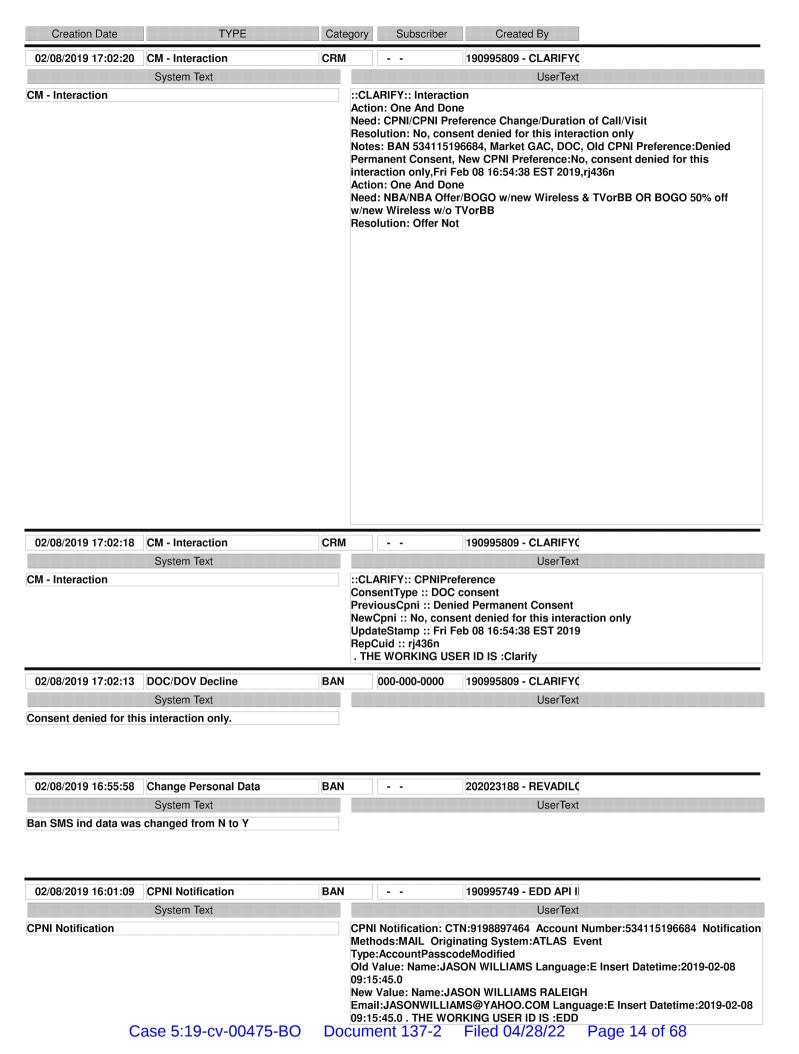
Creation Date	TYPE	Cate	egory	Subscriber	Created By
03/14/2019 12:21:22	CSM General	CSM		919-889-7464	200026105 - WENDY E
	System Text				UserText
			Qa i	nspection	
03/12/2019 18:38:48	Upg Elg Check Result	SUB		919-208-3101	190995837 - Clarify LS
	System Text				UserText
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date: No lone. USC: UCM.	ne.	Res iPho		Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
03/12/2019 18:31:55	Upg Elg Check Result	SUB		919-208-3101	190995837 - Clarify LS
	System Text				UserText
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date: No lone. USC: UCM.	ne.	Res iPho		Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
03/12/2019 09:29:44	EDD_Acc_Level_Note	BAN			190995749 - EDD API I
	System Text				UserText
03/12/2019 09:29:42	Payment Received	FINN			193461372 - REALTIME
	System Text				UserText
ayment received. Pay mount: \$83.24. Metho	ment deposit date: 03/12/2019. od: CC. Source: AUTPAY		EPA	ΥY	
03/07/2019 17:35:16	Upg Elg Check Result	SUB		919-208-3101	190995837 - Clarify LS
	System Text				UserText
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date: No lone. USC: UCM.	ne.	Res iPho		Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
03/07/2019 16:27:24	Upg Elg Check Result	SUB		919-208-3101	190995837 - Clarify LS
	System Text				UserText
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date: No lone. USC: UCM.	ne.	Res iPho		Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
03/07/2019 16:01:00	Upg Elg Check Result	SUB		919-208-3101	190995837 - Clarify LS
	System Text				UserText
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date: No lone. USC: UCM.	ne.	Res iPho		Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.

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UserText	ss used for credit reques djustment Tab in Clarify se. Refer to myCSP reded, foll
CM - Case	ss used for credit reques djustment Tab in Clarify se. Refer to myCSP reded, foll
Case ID: CM20190208_139467160 Type: Billing/Charges / Fees/Monthly Recurring Charg Priority: Normal Status: Closed SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Closed Notes: -> Incorrect proce Closing invalid case. All adjustments must be submitted using the Submit A and not via a Unable to Complete or Billing Charges or '663495 (Mobility)''160889 (BCS). If an adjustment is n UserText Variable	ss used for credit reques djustment Tab in Clarify se. Refer to myCSP reded, foll
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O2/28/2019 13:19:25 CM - Case CRM 190995809 - CLARIFY(s
System Text	S
System Text	s
Tead only	s
02/28/2019 13:19:25	s
System Text Which - Case System Text Syst	s
System Text Which - Case System Text Syst	s
System Text M - Case ::CLARIFY:: Change to Case Case ID: CM20190208_139467160 Type: Billing/Charges / Fees/Monthly Recurring Charg Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open . THE WORKING USER ID I 02/27/2019 10:02:07	s
System Text	s
Case ID: CM20190208_139467160 Type: Billing/Charges / Fees/Monthly Recurring Charge Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open . THE WORKING USER ID I 02/27/2019 10:02:07	s
Type: Billing/Charges / Fees/Monthly Recurring Charge Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open . THE WORKING USER ID I 02/27/2019 10:02:07	s
Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open . THE WORKING USER ID I 02/27/2019 10:02:07	
SLA: 2019-02-19 17:19:03 America/New_York	
Condition/Workflow: Open . THE WORKING USER ID I	
System Text	3 :lk331a
System Text	
Compliance review 02/21/2019 08:59:16 CM - Case CRM 190995809 - CLARIFYC System Text UserText CM - Case ::CLARIFY:: Change to Case	
02/21/2019 08:59:16	
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System Text UserText CM - Case ::CLARIFY:: Change to Case	
System Text UserText CM - Case ::CLARIFY:: Change to Case	
::CLARIFY:: Change to Case	
Type: Billing/Charges / Fees/Monthly Recurring Charg	s
Priority: Normal	
Status: Solving	
SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open-Forward . THE WORKING U	SER ID IS :ld7593
02/21/2019 08:56:36	
System Text UserText	
M - Case ::CLARIFY:: Change to Case	
Case ID: CM20190208_139467160	
Type: Billing/Charges / Fees/Monthly Recurring Charg	s
Priority: Normal Status: Solving	
SLA: 2019-02-19 17:19:03 America/New_York	
Condition/Workflow: Open-Forward . THE WORKING L	SER ID IS :ld7593
02/18/2019 13:58:51 CM - Case CRM 190995809 - CLARIFYC	
System Text UserText	
M - Case ::CLARIFY:: Change to Case	
Case ID: CM20190208_139467160	
Type: Billing/Charges / Fees/Monthly Recurring Charg Priority: Normal	
Status: Solving	s
SLA: 2019-02-19 17:19:03 America/New_York	s
Condition/Workflow: Open-Forward . THE WORKING U	
Case 5:19-cv-00475-BO Document 137-2 Filed 04/28/22 Page	SER ID IS :Id7593

Creation Date	TYPE	Oute	egory Sub	oscriber	Created By
02/12/2019 10:22:19	EDD_Acc_Level_Note	BAN			190995749 - EDD API I
	System Text				UserText
			Email payme USER ID IS :		sent to: jasonwilliams@yahoo.com . THE WORKING
02/12/2019 10:22:16	Payment Received	FINN			193461372 - REALTIME
	System Text				UserText
	ment deposit date: 02/12/2019. nod: CC. Source: AUTPAY		EPAY		
02/08/2019 17:21:27	CM - Interaction	CRM			190995809 - CLARIFY(
	System Text				UserText
			for phone bo Created on: Created by: Caller: JASC PCN;Create/	ought from 2019-02-08 Ik331a (Kli DN WILLIAI Resume P	
02/08/2019 17:21:00	CM - Case	CRM			190995809 - CLARIFY(
	System Text				UserText
CM - Case			Priority: Nor Status: Solv SLA: 2019-02	20190208_ g/Charges / mal ing 2-19 17:19:	
02/08/2019 17:20:08	CM - Case	CRM			190995809 - CLARIFY(
	System Text			,	UserText
CM - Case			Priority: Nor Status: Solv SLA: 2019-02	20190208_ g/Charges / mal ing 2-19 17:19:	
02/08/2019 17:19:05	CM - Case	CRM			190995809 - CLARIFY(
	System Text				UserText
CM - Case			Caller: JASC Type: Billing Priority: Nor Status: Solv	20190208_ 2019-02-08 Ik331a (Kli DN WILLIAI J/Charges / mal ing	3 17:19:04.0 impel, Lynnette)

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Creation Date	TYPE	Cate	egory	Subscriber	Created By
02/08/2019 15:35:34	CPNI Notification	BAN			190995749 - EDD API I
	System Text				UserText
CPNI Notification			Met Type Old 00:2 New Ema	hods:MAIL Origi e:AccountPassc Value: Name:JA: 20:15.0 / Value: Name:JA ail:JASONWILLIA	TN:9198897464 Account Number:534115196684 Notificatio inating System:ATLAS Event odeModified SON WILLIAMS Language:E Insert Datetime:2019-02-08 ASON WILLIAMS RALEIGH AMS@YAHOO.COM Language:E Insert Datetime:2019-02-08
02/08/2019 11:16:26	CSM General	CSM		919-208-3101	193460751 - BOBPMR
	System Text				UserText
			rate	plan change or t	. Feature turned on by default due to new line activation or turned on by customer in myATT. See the Stream Saver ore details THE WORKING USER ID IS :bobpmr
02/08/2019 11:16:22	Add SUB SOC	SUB		919-208-3101	193460751 - BOBPMR
	System Text				UserText
02/08/2019 11:16:18	Receive Note Message	BAN]	SYSTEM
	System Text			J L	UserText
02/08/2019 11:16:13	Cancel SUB	CTN		919-889-7464	SYSTEM
02/00/2010 11110110	System Text	J		J 610 000 7 10 1	UserText
	9. Rsn: WNP Port Out. \$0.00 dpst r).00. Waived: N. Method: . Type: .	el			
02/08/2019 11:10:33	Receive Note Message	BAN			SYSTEM
	System Text				UserText
6006 - new date 2SP 6	lessage: Due Date Change by NSP 006 - new date 201902081115A, OS 6214 - due date 20190214 - due da				
02/08/2019 11:07:23	Receive Note Message	BAN			SYSTEM
	System Text				UserText
Receive Notification M processedlly processe	lessage: OC request successfully ed				
02/08/2019 11:07:13	Receive Note Message	BAN			SYSTEM
	System Text				UserText
Port Out, Dueated, Por	lessage: Other SP 6006 SV created rt Out, Due Date 201902080507P,Da on ID 465702191Version ID 4657021	te			

	TYPE	Categ	ory Subscriber	Created By	
02/08/2019 11:07:06	Acknow Received OSP	BAN		SYSTEM	
	System Text			UserText	
cknowledgment rece	eived from OSP.				
02/02/2010 11:07:06	Port-Out Reg Resp	BAN	010 990 7464	SYSTEM	
02/08/2019 11:07:06	System Text	DAN	919-889-7464	UserText	
Port-Out Port Request	response sent to new Service			USELIEAL	
rovider.					
02/08/2019 11:07:06	PortOut Reqst Receiv	BAN	000-000-0000	SYSTEM	
	System Text			UserText	
'ort-Out Port Requesi System.	received from Operations Sup	pport			
,					
02/08/2019 10:30:07	CSM General	CSM		193460762 - OPUS - AF	
	System Text			UserText	
				ered Customer Verification Screen	. THE WORKING USER
			D IS :ds9900		
02/08/2019 10:30:05	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI	
02/00/2019 10:30:03	System Text	305	919-200-3101	UserText	
	System toxt				
Equipment Upgrade E	ligibility Check, Last Upg Date	: None.	Standard Upgrade: F	Result:Eliaible.	
	ligibility Check. Last Upg Date Ione. USC: PCA.		Standard Upgrade: I Phone Standard Up	Result:Eligible. grade: Result:Eligible.	
ast Early Upg Date: N	None. USC: PCA.		Phone Standard Up	grade: Result:Eligible.	
	Upg Elg Check Result			grade: Result:Eligible.	
ast Early Upg Date: N	Upg Elg Check Result System Text	SUB	Phone Standard Up	190995803 - OPUS CS UserText	
ast Early Upg Date: N 02/08/2019 10:30:05 Equipment Upgrade E	Upg Elg Check Result	SUB	Phone Standard Up 919-889-7464 Standard Upgrade: I	190995803 - OPUS CS UserText	
ast Early Upg Date: N 02/08/2019 10:30:05 Equipment Upgrade E	Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB	Phone Standard Up 919-889-7464 Standard Upgrade: I	190995803 - OPUS CS UserText Result:Eligible.	
ast Early Upg Date: N 02/08/2019 10:30:05 Equipment Upgrade E	Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB	Phone Standard Up 919-889-7464 Standard Upgrade: I	190995803 - OPUS CS UserText Result:Eligible.	
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ast Early Upg Date: N 02/08/2019 10:30:05 equipment Upgrade E 3/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA.	SUB:	919-889-7464 Standard Upgrade: I Phone Standard Up	190995803 - OPUS CSI UserText Result:Eligible. grade: Result:Eligible. 193460762 - OPUS - AF	G USER ID IS :ds9900
ast Early Upg Date: N 02/08/2019 10:30:05 equipment Upgrade E 3/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA.	SUB:	919-889-7464 Standard Upgrade: I Phone Standard Up	190995803 - OPUS CS UserText Result:Eligible. grade: Result:Eligible. 193460762 - OPUS - Al	G USER ID IS :ds9900
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02/08/2019 10:30:05 Equipment Upgrade E 13/13/2015. Last Early 02/08/2019 10:23:33	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. CSM General System Text	SUB:	919-889-7464 Standard Upgrade: February Upgrade:	190995803 - OPUS CSI UserText Result:Eligible. grade: Result:Eligible. 193460762 - OPUS - AF UserText SIM,Hit with fraud . THE WORKING	G USER ID IS :ds9900
ast Early Upg Date: N 02/08/2019 10:30:05 Equipment Upgrade E 3/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. CSM General System Text CSM General	SUB:	919-889-7464 Standard Upgrade: I Phone Standard Up	190995803 - OPUS CSI UserText Result:Eligible. grade: Result:Eligible. 193460762 - OPUS - AF UserText SIM,Hit with fraud . THE WORKING	G USER ID IS :ds9900
02/08/2019 10:30:05 equipment Upgrade E 3/13/2015. Last Early 02/08/2019 10:23:33	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. CSM General System Text	SUB CSM	919-889-7464 Standard Upgrade: February Phone Standard Phone Standard Upgrade: February Phone Standard Phone Standard Phone Standard Phone Standard Phone Standard Phone Standard Phone	190995803 - OPUS CSI UserText Result:Eligible. grade: Result:Eligible. 193460762 - OPUS - AF UserText SIM,Hit with fraud . THE WORKING	
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02/08/2019 10:30:05 Equipment Upgrade E 13/13/2015. Last Early 02/08/2019 10:23:33	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. CSM General System Text CSM General	SUB CSM	919-889-7464 Standard Upgrade: February Phone Standard Phone Standard Upgrade: February Phone Standard Phone Standard Phone Standard Phone Standard Phone Standard Phone Standard Phone	190995803 - OPUS CSI UserText Result:Eligible. grade: Result:Eligible. 193460762 - OPUS - AF UserText SIM,Hit with fraud . THE WORKING	
02/08/2019 10:30:05 Equipment Upgrade E 03/13/2015. Last Early 02/08/2019 10:23:33 02/08/2019 10:21:49	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. CSM General System Text CSM General System Text Upg Elg Check Result System Text	SUB CSM SUB	Phone Standard Up 919-889-7464 Standard Upgrade: I Phone Standard Up 9198897464,-100.0% Econsent accepted to 198897464	190995803 - OPUS CS UserText Result:Eligible. grade: Result:Eligible. 193460762 - OPUS - AF UserText SIM,Hit with fraud . THE WORKING UserText or CSS THE WORKING USER ID I	
02/08/2019 10:30:05 Equipment Upgrade E 03/13/2015. Last Early 02/08/2019 10:23:33 02/08/2019 10:21:49 02/08/2019 10:21:39 Equipment Upgrade E	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. CSM General System Text CSM General System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB CSM SUB SUB	919-889-7464 Standard Upgrade: I Phone Standard Up 9198897464,-100.0% Econsent accepted to the standard Upgrade: I Standard Upgrade: I	190995803 - OPUS CS UserText Result:Eligible. grade: Result:Eligible. 193460762 - OPUS - AF UserText SIM,Hit with fraud . THE WORKING 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID I	S :ds9900
02/08/2019 10:30:05 Equipment Upgrade E 3/13/2015. Last Early 02/08/2019 10:23:33 02/08/2019 10:21:49	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. CSM General System Text CSM General System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB CSM SUB SUB	919-889-7464 Standard Upgrade: I Phone Standard Up 9198897464,-100.0% 919-208-3101 Standard Upgrade: I Result:Not eligible.	190995803 - OPUS CSI UserText Result:Eligible. 193460762 - OPUS - AF UserText SIM,Hit with fraud . THE WORKING 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID I 193460762 - OPUS - AF UserText Result:Eligible. Reason:Unknown. Future Elig Date:grade: Result:Eligible.	S :ds9900

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	TYPE	Catego	ory Subscriber	Created By	
02/08/2019 10:21:35	Replace SIM	SUB	919-889-7464	193460762 - OPUS - AF	
	System Text			UserText	
	72623 was changed to 4, Date: 02/08/2019, Amount: MER REQUEST.	\$0.00,			
02/08/2019 10:17:12	Restore SUB	CTN	919-889-7464	193460762 - OPUS - AF	
	System Text			UserText	
Subscriber Restored e CUSTOMER REQUEST	effective 02/08/2019. Reason: r.				
02/08/2019 10:15:30	Change BAN Passcode	BAN		193460762 - OPUS - AF	
	System Text		_	UserText	
asscode changed.					
02/08/2019 10:15:11	CSM General	CSM		193460762 - OPUS - AF	
	System Text			UserText	
02/08/2019 10:14:16	CSM General	CSM	eceived. Last 4 55N	was validated THE WORKING USER ID IS	5 :059900
	System Text			UserText	
				se bypass selected because Customer De	
		by		AH JÁSON A WILLIAMS name on ID as Jas ast 4 of SSN validation is successful THE	on Willian
02/08/2019 10:14:16	CSM General	by	y ds9900 RSC and I	AH JASON A WILLIAMS name on ID as Jas	on Willian
02/08/2019 10:14:16	CSM General System Text	by U:	y ds9900 RSC and I SER ID IS :ds9900	AH JASON A WILLIAMS name on ID as Jas ast 4 of SSN validation is successful THE	on Willian
02/08/2019 10:14:16		CSM	y ds9900 RSC and I SER ID IS :ds9900	AH JASON A WILLIAMS name on ID as Jas ast 4 of SSN validation is successful THE	on Willian EWORKING
02/08/2019 10:14:16		CSM	y ds9900 RSC and I SER ID IS :ds9900	AH JASON A WILLIAMS name on ID as Jast 4 of SSN validation is successful THE 193460762 - OPUS - AF UserText uration of visit/call . THE WORKING USER	on Willian EWORKING
02/08/2019 10:14:10	System Text Upg Elg Check Result System Text	CSM CSM	y ds9900 RSC and I SER ID IS :ds9900 ustomer accepted of 919-889-7464	AH JASON A WILLIAMS name on ID as Jast 4 of SSN validation is successful THE 193460762 - OPUS - AF UserText uration of visit/call . THE WORKING USER 190995803 - OPUS CSI UserText	EWORKING ID IS :ds9900
02/08/2019 10:14:10 Equipment Upgrade E	System Text Upg Elg Check Result	CSM CUB SUB SIB SIB SIB SIB SIB SIB S	y ds9900 RSC and I SER ID IS :ds9900 ustomer accepted of 919-889-7464 tandard Upgrade: F ubscriber is not act thone Standard Upgrade: Is not act thone Standard Upgrade: Is not act those Standard Upgrade: Is not act	AH JASON A WILLIAMS name on ID as Jast 4 of SSN validation is successful THE 193460762 - OPUS - AF UserText uration of visit/call . THE WORKING USER	END IS: ds9900 The active -
02/08/2019 10:14:10 Equipment Upgrade E	System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date	CSM CUB SUB SIB SIB SIB SIB SIB SIB S	y ds9900 RSC and I SER ID IS :ds9900 ustomer accepted of 919-889-7464 tandard Upgrade: F ubscriber is not act thone Standard Upgrade: Is not act thone Standard Upgrade: Is not act those Standard Upgrade: Is not act	AH JASON A WILLIAMS name on ID as Jast 4 of SSN validation is successful THE 193460762 - OPUS - AF UserText uration of visit/call . THE WORKING USER 190995803 - OPUS CSI UserText esult:Not eligible. Reason:Subscriber is not ve. Future Elig Date:None. rade: Result:Not eligible. Reason:Subscril ve. Future Elig Date:None. Result:Not eligible. Reason:Subscriber is	END IS: ds9900 The active -
02/08/2019 10:14:10 Equipment Upgrade E 3/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA.	CSM CUB SUB SIB SI SI SI	y ds9900 RSC and I SER ID IS :ds9900 ustomer accepted of 1919-889-7464 tandard Upgrade: Fubscriber is not accepted of 2019-889-7464 tandard Upgrade: Fubscriber is not accepted of a	AH JASON A WILLIAMS name on ID as Jasts 4 of SSN validation is successful THE 193460762 - OPUS - AF UserText uration of visit/call . THE WORKING USER 190995803 - OPUS CSI UserText esult:Not eligible. Reason:Subscriber is not ve. Future Elig Date:None. rade: Result:Not eligible. Reason:Subscril ve. Future Elig Date:None. Result:Not eligible. Reason:Subscriber is ve. Future Elig Date:None.	END IS: ds9900 The active -
02/08/2019 10:14:10 Equipment Upgrade E 3/13/2015. Last Early 02/08/2019 10:14:10	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB SUB SUB SUB	y ds9900 RSC and I SER ID IS :ds9900 ustomer accepted of the service of the	AH JASON A WILLIAMS name on ID as Jastst 4 of SSN validation is successful THE 193460762 - OPUS - AF UserText uration of visit/call . THE WORKING USER 190995803 - OPUS CSI UserText esult:Not eligible. Reason:Subscriber is not ve. Future Elig Date:None. Result:Not eligible. Reason:Subscril ve. Future Elig Date:None. Result:Not eligible. Reason:Subscriber is ve. Future Elig Date:None. 190995803 - OPUS CSI UserText	END IS: ds9900 ID IS: ds9900 ot active -
02/08/2019 10:14:10 Equipment Upgrade E 3/13/2015. Last Early 02/08/2019 10:14:10 Equipment Upgrade E	Upg Elg Check Result System Text ligibility Check. Last Upg Date Upg Date: None. USC: PCA. Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB SUB SUB SUB	y ds9900 RSC and I SER ID IS :ds9900 ustomer accepted of the service of the	AH JASON A WILLIAMS name on ID as Jastst 4 of SSN validation is successful THE 193460762 - OPUS - AF UserText uration of visit/call . THE WORKING USER 190995803 - OPUS CSI UserText esult:Not eligible. Reason:Subscriber is not ve. Future Elig Date:None. rade: Result:Not eligible. Reason:Subscril ve. Future Elig Date:None. Result:Not eligible. Reason:Subscriber is ve. Future Elig Date:None. 190995803 - OPUS CSI UserText esult:Eligible.	END IS: ds9900 ID IS: ds9900 ot active -

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Image Capture of ID was attention. . THE WORKING USER ID IS :ds9900

Creation Date	TYPE	Cate	gory	Subscriber	Created By
02/08/2019 10:14:04	CSM General	CSM			193460762 - OPUS - AF
	System Text				UserText
			Custo :ds99		onsent for Image Capture of ID THE WORKING USER ID IS
02/08/2019 10:12:09	CSM General	CSM			193460762 - OPUS - AF
	System Text				UserText
				ds9900 RSC ent :ds9900	ered Customer Verification Screen . THE WORKING USER
02/08/2019 08:15:56	CM - Interaction	CRM			190995809 - CLARIFYC
	System Text				UserText
CM - Interaction	Cycle		··CL /	ARIFY:: Interacti	
			Need Reso Notes Creat Creat	lution: Complet s: led on: 2019-02- led by: aa3097 (sent/Caller Not Present/Caller Not Present ed Interaction and Call Ended
02/08/2019 08:11:24	Suspend SUB	CTN		919-889-7464	209035642 - ASHIA AN
	System Text				UserText
Subscriber Suspender Customer Request.	d. effective 02/08/2019. Reason:			ants to suspend r assistance	it because it was sim swapped. cx will go into the store for
02/08/2019 02:15:18	CM - Interaction	CRM			190995809 - CLARIFYC
	System Text				UserText
CM - Interaction			Actio Need Reso Notes Actio Need Troul Reso Notes Creat	lution: Success s: Passcode wa n: One And Dor : Device & Serv oleshooting/SIN lution: Call Disc	ne unt and Profile Management/Update Passcode ful s updated successfully ne ices Help and Troubleshooting/SIM/IMEI Help and I Update/Replace connected sim card to be activated on the 7464 line>call got disc 08 02:15:09.0
02/08/2019 01:29:57	CM - Interaction	CRM			190995809 - CLARIFY(
	System Text				UserText
M - Interaction	•		::CL4	ARIFY:: Interacti	
			Need Troul Reso Notes upda resta sim a	oleshooting/SIM Iution: Replace	ices Help and Troubleshooting/SIM/IMEI Help and

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Creation Date	TYPE	Cate	egory Subscriber	Created By
02/08/2019 01:26:38	Expire SUB SOC	SUB	919-889-7464	205053955 - VANESSA
	System Text			UserText
Subscriber level SOC date: 02/08/2019.	expired. SOC: IPVVMNAT. Expira	tion		
02/08/2019 01:26:38	Add SUB SOC	SUB	919-889-7464	205053955 - VANESSA
	System Text			UserText
Subscriber level SOC 6 02/08/2019.	created. SOC: IPVVMNAT. Effecti	ve:		
02/08/2019 01:26:38	Replace SIM	SUB	919-889-7464	205053955 - VANESSA
	System Text			UserText
SIM 890141032715223; 8901410327162647262: Replace w/COAM Devi	3, Date: 2/8/2019, Amount: 0, Rea	son:	cx got a replacement	t sim card
02/08/2019 01:24:30	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
	System Text			UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.			Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
02/08/2019 01:20:43	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
	System Text			UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.			Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
02/08/2019 01:20:12	Change BAN Passcode	BAN		190995809 - CLARIFY(
	System Text			UserText
Passcode changed.				
02/08/2019 01:19:42	Verify PIN	CSM		190995809 - CLARIFY(
	System Text			UserText
Request to Verify Tem cr055j. Verification wa	porary PIN on 02-07-2019:22:19:42 s successful.	by	Request to Verify Tel WORKING USER ID I	mporary PIN on 2019-02-07T22:19:42Z by true cr055j . THE S :ClarifyCM
02/08/2019 01:17:59	Generate PIN	CSM		190995809 - CLARIFY(
	System Text			UserText
PIN Generation has be by cr055j. Delivery met jasonwilliamseow@gn	en requested on 02-08-2019:00:17 thod: Email. Delivery Destination: nail.com.	:58		peen requested on 2019-02-08T00:17:58Z by true cr055j. iail. Delivery Destination: jasonwilliamseow@gmail.com . R ID IS :ClarifyCM
02/06/2019 21:10:06	Upgrade Elig Check	SUB	919-889-7464	699134 - OPUS TWC -
	System Text			UserText
	igibility check. Result: Eligible. La 115. Future eligibility date: None. N		Reason: Eligible	

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02/06/2019 21:10:03	Upgrade Elig Check	SUB	919-208-3101	699134 - OPUS TWC -
	System Text			UserText
	ligibility check. Result: Eligible. I Future eligibility date: None. Noti		Reason: Eligible	
02/06/2019 21:06:45	Restore SUB	CTN	919-208-3101	193460801 - МуАТТ-В
	System Text			UserText
Subscriber Restored (CUSTOMER REQUES	effective 02/06/2019. Reason: T.			
02/06/2019 20:59:47	Upg Elg Check Result	SUB	919-889-7464	699134 - OPUS TWC -
	System Text			UserText
	Eligibility Check. Last Upg Date: Upg Date: None. USC: COR.			Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
02/06/2019 20:59:46	CSM General	CSM		699134 - OPUS TWC -
	System Text			UserText
02/06/2019 20:54:14	Suspend SUB	CTN	919-208-3101	193460801 - МуАТТ-В
	System Text			UserText
Subscriber Suspende CUSTOMER REQUES	d. effective 02/06/2019. Reason: T.			
02/06/2019 20:37:10	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI
	System Text			UserText
Equipment Upgrade E 03/13/2015. Last Early	Eligibility Check. Last Upg Date: Upg Date: None. USC: PCA.		Standard Upgrade: F iPhone Standard Up	Result:Eligible. grade: Result:Eligible.
02/06/2019 20:37:10	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CS
	System Text			UserText
Equipment Upgrade E Last Early Upg Date: I	Eligibility Check. Last Upg Date: None. USC: PCA.		Standard Upgrade: F iPhone Standard Up	Result:Eligible. grade: Result:Eligible.
02/06/2019 20:36:35	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
	System Text			UserText
	System Text			

	TYPE	Categ	ory Subscriber	Created By
02/06/2019 20:21:07	CPNI Notification	BAN		190995749 - EDD API I
	System Text			UserText
CPNI Notification		N C L N E	Methods:MAIL Origin Fype:AccountEmailAc Old Value: Name:JAS Language:E Insert Da New Value: Name:JAS Email:JASONWILLIAN	N:9198897464 Account Number:534115196684 Notification atting System:ATLAS Event addressModified ON WILLIAMS Email:jasonwilliamseow@gmail.com attime:2019-02-06 18:28:06.0 SON WILLIAMS RALEIGH MS@YAHOO.COM Language:E Insert Datetime:2019-02-06
02/06/2019 19:33:35	FRAUD RESEARCH	DIAL	919-208-3101	1905878 - RICHARD L(
	System Text			UserText
		E G G G G G G G G G G G G G G G G G G G	*Fraud Department** DO NOT REVIEW NOT Source: inbound PFG/DESC: Case #: CTN: 919-208-3101 BAN: 534115196684 Order#: Call Received From: J Reasons: want get ac JASONWILLIAMSEOV Customer do not have Action Taken: Restore account Lock OLAM Richard Lopez /GFMC	JASON A. WILLIAMS count restore V@GMAIL.COM compromise email e access to email
02/06/2019 19:33:20	CSM General	CSM		193460762 - OPUS - AF
02/06/2019 19:33:20	CSM General System Text	CSM		193460762 - OPUS - AF UserText SIM,Fraud . THE WORKING USER ID IS :jd428v
	System Text	S	9198897464,-100.0%,S	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v
02/06/2019 19:33:20	System Text CSM General			UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF
	System Text	CSM	9198897464,-100.0%,S	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v
	System Text CSM General	CSM	9198897464,-100.0%,S	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText
02/06/2019 19:32:49	System Text CSM General System Text	CSM	0198897464,-100.0%,S	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID IS :jd428v
02/06/2019 19:32:49 02/06/2019 19:31:56	CSM General System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date	CSM SUB S: None.	919-208-3101 Standard Upgrade: Result:Not eligible. Re	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText esult:Eligible. eason:Unknown. Future Elig Date:None. rade: Result:Eligible.
02/06/2019 19:32:49 02/06/2019 19:31:56 Equipment Upgrade E	CSM General System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date None. USC: COR.	CSM SUB S: None.	919-208-3101 Standard Upgrade: Result:Not eligible. RePhone Standard Upgrade Upgrade: Rephone Standard Upgrade Upgrad	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText esult:Eligible. eason:Unknown. Future Elig Date:None. rade: Result:Eligible.
02/06/2019 19:32:49 02/06/2019 19:31:56 Equipment Upgrade E Last Early Upg Date: N	CSM General System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date None. USC: COR.	CSM SUB S: None.	919-208-3101 Standard Upgrade: Result:Not eligible. RePhone Standard Upgrade: landard Upgrade: Result:Not eligible. Rephone Standard Upgrade: landard upgrade:	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText esult:Eligible. eason:Unknown. Future Elig Date:None. rade: Result:Eligible. Result:Eligible.
02/06/2019 19:32:49 02/06/2019 19:31:56 Equipment Upgrade E Last Early Upg Date: N	CSM General System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date None. USC: COR. Replace SIM System Text 72631 was changed to 6, Date: 02/06/2019, Amount:	SUB SUB SUB	919-208-3101 Standard Upgrade: Result:Not eligible. RePhone Standard Upgrade: landard Upgrade: Result:Not eligible. Rephone Standard Upgrade: landard upgrade:	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText essult:Eligible. eason:Unknown. Future Elig Date:None. rade: Result:Eligible. Result:Eligible. 193460762 - OPUS - AF
02/06/2019 19:32:49 02/06/2019 19:31:56 Equipment Upgrade E Last Early Upg Date: N 02/06/2019 19:31:52 SIM 890141032716264 3901410327152233751 Reason: PER CUSTON	CSM General System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date None. USC: COR. Replace SIM System Text 72631 was changed to 6, Date: 02/06/2019, Amount: MER REQUEST.	SUB SUB SUB \$0.00,	919-208-3101 Standard Upgrade: ReResult:Not eligible. RePhone Standard Upgrade: Phone Standard Upgrade: 919-889-7464	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText esult:Eligible. eason:Unknown. Future Elig Date:None. rade: Result:Eligible. Result:Eligible. 193460762 - OPUS - AF UserText
02/06/2019 19:32:49 02/06/2019 19:31:56 Equipment Upgrade E Last Early Upg Date: N 02/06/2019 19:31:52 SIM 890141032716264 3901410327152233751	CSM General System Text Upg Elg Check Result System Text ligibility Check. Last Upg Date None. USC: COR. Replace SIM System Text 72631 was changed to 6, Date: 02/06/2019, Amount:	SUB SUB SUB	919-208-3101 Standard Upgrade: Result:Not eligible. RePhone Standard Upgrade: landard Upgrade: Result:Not eligible. Rephone Standard Upgrade: landard upgrade:	UserText SIM,Fraud . THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText or CSS THE WORKING USER ID IS :jd428v 193460762 - OPUS - AF UserText essult:Eligible. eason:Unknown. Future Elig Date:None. rade: Result:Eligible. Result:Eligible. 193460762 - OPUS - AF

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Creation Date	TYPE	Categor	y Subscriber	Created By	
02/06/2019 19:30:09	Restore SUB	CTN	919-889-7464	1905878 - RICHARD LC	
	System Text			UserText	
Subscriber Restored e	effective 02/06/2019. Reason: I	Fraud.			
02/06/2019 19:28:07	Email Verify Req	BAN		190995749 - EDD API I	
	System Text	,		UserText	
Billing email address v he customer.	verification request has been s		ling email addres DRKING USER ID	s verification request has been sent to the customer IS :EDD	THE
02/06/2019 19:28:03	Change Personal Data	BAN		193460762 - OPUS - AF	
	System Text			UserText	
1111110002	ita was changed from 9198897				
02/06/2019 19:28:03	Change Billing email	BAN		193460762 - OPUS - AF	
	System Text			UserText	
Ban email address cha	anged.	OL	D EMAIL ADDRES	S: JASONWILLIAMSEOW@GMAIL.COM	
20/00/0010 10 00 00	Te	ln.v.		lkoogoogoo opuo ad	
_	Email Verify Req System Text verification request has been s	BAN sent to		193460762 - OPUS - AF UserText	
Billing email address	System Text				
Billing email address the customer. 02/06/2019 19:22:03	System Text verification request has been s	sent to		UserText 190995749 - EDD API I UserText	
Billing email address the customer. 02/06/2019 19:22:03	System Text verification request has been s	BAN CP Me Ty Ol 17 Ne En	NI Notification: C thods:MAIL Orig oe:AccountPassc d Value: Name:JA :59:18.0 w Value: Name:JA nail:jasonwilliams	UserText 190995749 - EDD API I UserText TN:9198897464 Account Number:534115196684 Nonating System:ATLAS Event	2-06
Billing email address the customer. 02/06/2019 19:22:03	System Text verification request has been s CPNI Notification System Text	BAN CP Me Ty Ol 17 Ne En	NI Notification: C thods:MAIL Orig oe:AccountPassc d Value: Name:JA :59:18.0 w Value: Name:JA nail:jasonwilliams	UserText 190995749 - EDD API I UserText IN:9198897464 Account Number:534115196684 Nonating System:ATLAS Event odeModified SON WILLIAMS Language:E Insert Datetime:2019-02 ASON WILLIAMS RALEIGH eow@gmail.com Language:E Insert Datetime:2019-02	2-06
Billing email address whe customer. 02/06/2019 19:22:03 CPNI Notification	System Text verification request has been s CPNI Notification System Text	BAN CP Me Tyl Oliv 17 Ne Em 17	NI Notification: C thods:MAIL Orig pe:AccountPassc d Value: Name:JA :59:18.0 w Value: Name:JA nail:jasonwilliams	UserText UserText UserText IN:9198897464 Account Number:534115196684 Nonating System:ATLAS Event odeModified SON WILLIAMS Language:E Insert Datetime:2019-02 ASON WILLIAMS RALEIGH eow@gmail.com Language:E Insert Datetime:2019-02 RKING USER ID IS:EDD	2-06
Billing email address whe customer. 02/06/2019 19:22:03 CPNI Notification	System Text verification request has been s CPNI Notification System Text Special Instructions	BAN CP Me Tyl Old 17 Ne Em 17 GEN Cru Iss fra Re	NI Notification: Conthods:MAIL Origoe:AccountPassod Value: Name:JA:59:18.0 w Value: Name:JA:19:18.0 . THE WO	UserText UserText UserText IN:9198897464 Account Number:534115196684 Nonating System:ATLAS Event odeModified SON WILLIAMS Language:E Insert Datetime:2019-02 ASON WILLIAMS RALEIGH Beow@gmail.com Language:E Insert Datetime:2019-02 RKING USER ID IS:EDD 193461425 - RAF CSI \$ UserText ACCTN#: WRLS:534115196684;; ;INC:15368759; called in said that the customers line is suspended	2-06
Billing email address whe customer. 02/06/2019 19:22:03 CPNI Notification	System Text verification request has been s CPNI Notification System Text Special Instructions System Text	BAN CP Me Tyl Old 17 Ne Em 17 GEN Cru Iss fra Re	NI Notification: Conthods:MAIL Origoe:AccountPassod Value: Name:JA:59:18.0 w Value: Name:JA:19:18.0 . THE WO	UserText UserText UserText In:9198897464 Account Number:534115196684 Nonating System:ATLAS Event odeModified SON WILLIAMS Language:E Insert Datetime:2019-02 SON WILLIAMS RALEIGH eow@gmail.com Language:E Insert Datetime:2019-02 RKING USER ID IS:EDD 193461425 - RAF CSI S UserText ACCTN#: WRLS:534115196684;; ;INC:15368759; called in said that the customers line is suspended it restored	2-06
Billing email address the customer. 02/06/2019 19:22:03 CPNI Notification 02/06/2019 19:12:12	System Text verification request has been s CPNI Notification System Text Special Instructions	BAN CP Me Ty Ole 17 Ne Em 17 GEN Cre Iss fra Re ad	NI Notification: C thods:MAIL Orig pe:AccountPassc d Value: Name:JA :59:18.0 w Value: Name:JA nail:jasonwilliams :59:18.0 . THE WO eated by tm891a; ues:repJD428V ud and she wants solution: vised to fraud to h	UserText UserText UserText IN:9198897464 Account Number:534115196684 Nonating System:ATLAS Event odeModified SON WILLIAMS Language:E Insert Datetime:2019-02 SON WILLIAMS RALEIGH BOW@gmail.com Language:E Insert Datetime:2019-02 RKING USER ID IS:EDD 193461425 - RAF CSI \$ UserText ACCTN#: WRLS:534115196684;; ;INC:15368759; called in said that the customers line is suspended it restored ave line restored . THE WORKING USER ID IS :raf	2-06

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Creation Date	TYPE	Cate	gory Subscriber	Created By
02/06/2019 18:59:04	CSM General	CSM		193460762 - OPUS - AF
	System Text			UserText
				PIN for ChangePasscode because Initial PIN not was validated THE WORKING USER ID IS :jd428v
02/06/2019 18:58:30	CSM General	CSM		193460762 - OPUS - AF
	System Text			UserText
			Customer accepted of	duration of visit/call . THE WORKING USER ID IS :jd428v
02/06/2019 18:58:30	CSM General	CSM		193460762 - OPUS - AF
	System Text			UserText
			Jason Williams by jd	SON A WILLIAMS with name on DL swiped/scanned is 428v RSC and last 4 of SSN validation is DRKING USER ID IS :jd428v
02/06/2019 18:58:30	CSM General	CSM		193460762 - OPUS - Al
	System Text			UserText
	•		Image Capture of ID	was attention THE WORKING USER ID IS :jd428v
	System Text		Customer declined c	UserText onsent for Image Capture of ID THE WORKING USER ID I
	16	11		
02/06/2019 18:57:22	CSM General	CSM		193460762 - OPUS - AF
	System Text			UserText
			Rep jd428v RSC ente IS :jd428v	ered Customer Verification Screen . THE WORKING USER I
02/06/2019 18:57:19	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CS
	System Text			UserText
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date: Noi Ione. USC: PCA.	ne.	Subscriber is not act iPhone Standard Upo	esult:Not eligible. Reason:Subscriber is not active - ive. Future Elig Date:None. grade: Result:Not eligible. Reason:Subscriber is not active ive. Future Elig Date:None.
02/06/2019 18:57:18	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CS
	System Text			UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: PCA.		Subscriber is not act iPhone Standard Upo	esult:Not eligible. Reason:Subscriber is not active - ive. Future Elig Date:None. grade: Result:Not eligible. Reason:Subscriber is not active ive. Future Elig Date:None.

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Creation Date	TYPE	Categ	gory Subscriber	Created By
02/06/2019 08:37:34	FRAUD RESEARCH	DIAL	919-208-3101	834905 - ANTHONY ST
	System Text			UserText
			**Fraud Department*	*
			General DO NOT REVIEW NO	TES WITH CALLER
			Source: Inbound Cal	
			CTN: 919-208-3101	
			BAN: 534115196684	JASON A. WILLIAMS
			Can neceived From. Reasons:	JASON A. WILLIAMS
				d the account due to someone changed his sim. He was
				ion pertaining the account and processes.
		Г	Action Taken: Suspended the acco	unt ner his advise
			Anthony Story /GFM	
02/06/2019 08:29:37	CPNI Notification	BAN		190995749 - EDD API I
	System Text			UserText
PNI Notification			CPNI Notification: C	FN:9198897464 Account Number:534115196684 Notification
				nating System:ATLAS Event
			Type:AccountPasso	
			00:28:19.0	SON WILLIAMS Language:E Insert Datetime:2019-02-06
				SON WILLIAMS RALEIGH
				eow@gmail.com Language:E Insert Datetime:2019-02-06
			^^.^^.	
		(00:28:19.0 . THE WO	RKING USER ID IS :EDD
02/06/2019 08:22:08	Suspend SUB	CTN	919-208-3101	834905 - ANTHONY ST
	Suspend SUB System Text d. effective 02/06/2019. Reason	CTN		
Subscriber Suspended nvestigation.	System Text d. effective 02/06/2019. Reason	CTN n: Fraud	919-208-3101	834905 - ANTHONY ST UserText
Subscriber Suspended	System Text d. effective 02/06/2019. Reason Suspend SUB	CTN		834905 - ANTHONY ST UserText 834905 - ANTHONY ST
Subscriber Suspended nvestigation. 02/06/2019 08:19:30	System Text d. effective 02/06/2019. Reason Suspend SUB System Text	cTN n: Fraud	919-208-3101	834905 - ANTHONY ST UserText
Subscriber Suspended nvestigation. 02/06/2019 08:19:30 Gubscriber Suspended	System Text d. effective 02/06/2019. Reason Suspend SUB	cTN n: Fraud	919-208-3101	834905 - ANTHONY ST UserText 834905 - ANTHONY ST
Subscriber Suspended nvestigation. 02/06/2019 08:19:30 Gubscriber Suspended	System Text d. effective 02/06/2019. Reason Suspend SUB System Text	cTN n: Fraud	919-208-3101	834905 - ANTHONY ST UserText 834905 - ANTHONY ST
Subscriber Suspended nvestigation. 02/06/2019 08:19:30 Gubscriber Suspended	System Text d. effective 02/06/2019. Reason Suspend SUB System Text	cTN n: Fraud	919-208-3101	834905 - ANTHONY ST UserText 834905 - ANTHONY ST
Subscriber Suspended nvestigation. 02/06/2019 08:19:30 Subscriber Suspended	System Text d. effective 02/06/2019. Reason Suspend SUB System Text	CTN CTN CTN n: Fraud	919-208-3101	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText
Subscriber Suspended nvestigation. 02/06/2019 08:19:30 Subscriber Suspended nvestigation.	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	cTN n: Fraud	919-208-3101	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText UserText
Subscriber Suspended nivestigation. 02/06/2019 08:19:30 Subscriber Suspended nivestigation. 02/06/2019 08:12:06	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	CTN CTN n: Fraud CTN CTN	919-208-3101	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText UserText 190995809 - CLARIFY(UserText
Subscriber Suspended nivestigation. 02/06/2019 08:19:30 Subscriber Suspended nivestigation. 02/06/2019 08:12:06	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	CTN CTN CTN CTN CTN CRM	919-208-3101	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText 190995809 - CLARIFY(UserText on
Subscriber Suspended nestigation. 02/06/2019 08:19:30 Subscriber Suspended nestigation. 02/06/2019 08:12:06	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	CTN CTN CTN CTN CTN CRM	919-208-3101 919-889-7464 919-889-7464 ::CLARIFY:: Interacti Action: One And Doi Need: Other Wireles	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText UserText UserText on ne s Support and Information/Other Wireless
Subscriber Suspended nvestigation. 02/06/2019 08:19:30 Subscriber Suspended nvestigation. 02/06/2019 08:12:06	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	CTN n: Fraud CTN CTN CTN	919-208-3101 919-889-7464 919-889-7464 ::CLARIFY:: Interacti Action: One And Doi Need: Other Wireles Support/Disabilities	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText UserText UserText on ne s Support and Information/Other Wireless Support Services
Subscriber Suspended nestigation. 02/06/2019 08:19:30 Subscriber Suspended nestigation. 02/06/2019 08:12:06	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	CTN CTN CTN CTN CTN	919-208-3101 919-889-7464 919-889-7464 ::CLARIFY:: Interactite Action: One And Doin Need: Other Wireles Support/Disabilities Resolution: Assisted	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText UserText On ne s Support and Information/Other Wireless Support Services I with Mobile Speak
Subscriber Suspended nestigation. 02/06/2019 08:19:30 Subscriber Suspended nestigation. 02/06/2019 08:12:06	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	CTN n: Fraud CTN CTN CTN	919-208-3101 919-889-7464 919-889-7464 ::CLARIFY:: Interactite Action: One And Doin Need: Other Wireles Support/Disabilities Resolution: Assisted	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText UserText On ne s Support and Information/Other Wireless Support Services I with Mobile Speak sking for was the fraud department
Subscriber Suspended nvestigation. 02/06/2019 08:19:30 Subscriber Suspended nvestigation.	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	CTN CTN CTN CTN	919-208-3101 919-889-7464 919-889-7464 ::CLARIFY:: Interaction: One And Don Need: Other Wireles Support/Disabilities Resolution: Assisted Notes: cci all keep a Created on: 2019-02-Created by: Ir285a (F	834905 - ANTHONY ST UserText 834905 - ANTHONY ST UserText UserText UserText on ne s Support and Information/Other Wireless Support Services I with Mobile Speak sking for was the fraud department 06 08:11:59.0 Rotenberry, Laura)
Subscriber Suspended nivestigation. 02/06/2019 08:19:30 Subscriber Suspended nivestigation. 02/06/2019 08:12:06	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason	CTN CTN CTN CTN	919-208-3101 919-889-7464 919-889-7464 ::CLARIFY:: Interaction: One And Divide Wireles Support/Disabilities Resolution: Assisted Notes: cci all keep a Created on: 2019-02-Created by: Ir285a (FCaller: JASON WILL	834905 - ANTHONY ST UserText UserText UserText UserText UserText on ne s Support and Information/Other Wireless Support Services I with Mobile Speak sking for was the fraud department 06 08:11:59.0
Subscriber Suspended nvestigation. 02/06/2019 08:19:30 Subscriber Suspended nvestigation. 02/06/2019 08:12:06 CM - Interaction	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason CM - Interaction System Text	CTN CTN CTN CTN CRM	919-208-3101 919-889-7464 919-889-7464 319-889-789-789 319-889-789 319-889-789 319-889-789 319-889-789 319-889-889 319-889-889 319-8	UserText ### Us
Subscriber Suspended nestigation. 02/06/2019 08:19:30 Subscriber Suspended nestigation. 02/06/2019 08:12:06	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason CM - Interaction System Text	CTN CTN CTN CTN	919-208-3101 919-889-7464 919-889-7464 ::CLARIFY:: Interaction: One And Divide Wireles Support/Disabilities Resolution: Assisted Notes: cci all keep a Created on: 2019-02-Created by: Ir285a (FCaller: JASON WILL	B34905 - ANTHONY ST UserText UserText UserText UserText UserText On ne s Support and Information/Other Wireless Support Services I with Mobile Speak sking for was the fraud department 06 08:11:59.0 Rotenberry, Laura) AMS;Owner;919 889-7464;Not Verified; . THE WORKING
Subscriber Suspended nivestigation. 02/06/2019 08:19:30 Subscriber Suspended nivestigation. 02/06/2019 08:12:06 CM - Interaction	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason CM - Interaction System Text	CTN CTN CTN CTN CRM	919-208-3101 919-889-7464 919-889-7464 ::CLARIFY:: Interaction: One And Doi Need: Other Wireles Support/Disabilities Resolution: Assisted Notes: cci all keep a Created on: 2019-02-Created by: Ir285a (FC Caller: JASON WILL USER ID IS: Ir285a 919-889-7464	UserText UserText UserText 190995809 - CLARIFY(UserText UserText On ne s Support and Information/Other Wireless Support Services I with Mobile Speak sking for was the fraud department 06 08:11:59.0 Rotenberry, Laura) IAMS;Owner;919 889-7464;Not Verified; . THE WORKING 190995809 - CLARIFY(UserText
Subscriber Suspended nestigation. 02/06/2019 08:19:30 Subscriber Suspended nestigation. 02/06/2019 08:12:06 CM - Interaction 02/06/2019 08:09:44 Equipment Upgrade E	System Text d. effective 02/06/2019. Reason Suspend SUB System Text d. effective 02/06/2019. Reason CM - Interaction System Text	CTN CTN CTN CTN SUB	919-208-3101 919-889-7464 919-889-7464 319-889-7464 319-889-7464 919-889-7464 Standard Upgrade: F	UserText UserText 190995809 - CLARIFY(UserText On nees Support and Information/Other Wireless Support Services I with Mobile Speak sking for was the fraud department 06 08:11:59.0 Rotenberry, Laura) IAMS;Owner;919 889-7464;Not Verified; . THE WORKING 190995809 - CLARIFY(UserText

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	CM - Interaction	CRM		190995809 - CLARIFY(
	System Text			UserText
CM - Interaction		AR N R N A N TI R N U Pi	esolution: Successotes: Passcode wa ction: One And Dor eed: Device & Serv roubleshooting/SIN esolution: Replace	unt and Profile Management/Update Passcode sful s updated successfully ne ices Help and Troubleshooting/SIM/IMEI Help and I Update/Replace SIM: Cross Upgrade replace a sim card// rd number/
02/06/2019 00:38:44	Expire SUB SOC	SUB	919-889-7464	208030022 - REX MOS
52/00/2019 00.30.44	System Text	308	313-003-7404	UserText
02/06/2019 00:38:44 Subscriber level SOC	Add SUB SOC System Text created. SOC: IPVVMNAT. E	SUB	919-889-7464	208030022 - REX MOS UserText
02/06/2019.				
	Poplace SIM	CIID	010.990.7464	208020022 - PEY MOS
02/06/2019 00:38:43	Replace SIM System Text	SUB	919-889-7464	208030022 - REX MOS UserText
02/06/2019 00:38:43 SIM 890141042718174 8901410327162647263 Technical/Troubleshoo	System Text 00333 was changed to 1, Date: 2/6/2019, Amount: 0 oting.	, Reason:		UserText
SIM 890141042718174	System Text 00333 was changed to 1, Date: 2/6/2019, Amount: 0 oting.		919-889-7464	UserText 208030022 - REX MOS
02/06/2019 00:38:43 SIM 8901410427181746 8901410327162647263 Technical/Troubleshood 02/06/2019 00:36:56 Request to Verify Tem	System Text 00333 was changed to 1, Date: 2/6/2019, Amount: 0 oting. Verify PIN System Text porary PIN on 02/06/2019:003	csM		UserText
02/06/2019 00:38:43 SIM 890141042718174 8901410327162647263 Technical/Troubleshoo 02/06/2019 00:36:56	System Text 00333 was changed to 1, Date: 2/6/2019, Amount: 0 oting. Verify PIN System Text porary PIN on 02/06/2019:003	csM		UserText 208030022 - REX MOS
02/06/2019 00:38:43 SIM 8901410427181746 8901410327162647263 Technical/Troubleshood 02/06/2019 00:36:56 Request to Verify Temm rx8926. Verfication was 02/06/2019 00:36:22 PIN Generation has be 02/06/2019003622:0036	System Text 00333 was changed to 1, Date: 2/6/2019, Amount: 0 oting. Verify PIN System Text porary PIN on 02/06/2019:003 s successful. Generate PIN System Text	CSM CSM CSM CSM	000-000-0000	UserText 208030022 - REX MOS UserText
02/06/2019 00:38:43 SIM 8901410427181746 3901410327162647263 Technical/Troubleshood 02/06/2019 00:36:56 Request to Verify Temex8926. Verification was 02/06/2019 00:36:22 PIN Generation has be 02/06/2019003622:0036	System Text 00333 was changed to 1, Date: 2/6/2019, Amount: 0 oting. Verify PIN System Text porary PIN on 02/06/2019:003 s successful. Generate PIN System Text een requested on 622 by rx8926. Delivery methology	CSM CSM CSM CSM	000-000-0000	UserText 208030022 - REX MOS UserText 208030022 - REX MOS
02/06/2019 00:38:43 SIM 8901410427181746 3901410327162647263 Fechnical/Troubleshood 02/06/2019 00:36:56 Request to Verify Temex8926. Verfication was 02/06/2019 00:36:22 PIN Generation has be 02/06/2019003622:0036	System Text 00333 was changed to 1, Date: 2/6/2019, Amount: 0 oting. Verify PIN System Text porary PIN on 02/06/2019:003 s successful. Generate PIN System Text een requested on 622 by rx8926. Delivery methology	CSM CSM CSM CSM	000-000-0000	UserText 208030022 - REX MOS UserText 208030022 - REX MOS
02/06/2019 00:38:43 SIM 8901410427181746 8901410327162647263 Technical/Troubleshoo 02/06/2019 00:36:56 Request to Verify Temrx8926. Verfication wa 02/06/2019 00:36:22 PIN Generation has be 02/06/2019003622:0036 Delivery Destination: j	System Text 00333 was changed to 1, Date: 2/6/2019, Amount: 0 oting. Verify PIN System Text porary PIN on 02/06/2019:003 s successful. Generate PIN System Text een requested on 622 by rx8926. Delivery methologous processes of the process of	CSM CSM CSM od: Email.	000-000-0000	UserText 208030022 - REX MOS UserText 208030022 - REX MOS UserText

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		Cate	egory Subscriber	Created By
02/06/2019 00:35:43	Change BAN Passcode	BAN		190995809 - CLARIFY(
	System Text			UserText
Passcode changed.				
02/06/2019 00:35:25	Verify PIN	CSM		190995809 - CLARIFY(
02/00/2010 00/00/20	System Text	00		UserText
Request to Verify Tem	porary PIN on 02-06-2019:00:35:2	5 by	Request to Verify To	emporary PIN on 2019-02-06T00:35:25Z by true rx8926 . THE
x8926. Verification wa	as successful.		WORKING USER ID	
02/06/2019 00:34:30	Generate PIN	CSM		190995809 - CLARIFY(
	System Text			UserText
	en requested on 02-05-2019:23:3 ethod: Email. Delivery Destination			been requested on 2019-02-05T23:34:30Z by true rx8926. mail. Delivery Destination: jasonwilliamseow@gmail.com.
asonwilliamseow@gn			THE WORKING USI	
02/04/2019 20:47:12	CPNI Notification	BAN		190995749 - EDD API II
	System Text			UserText
PNI Notification	,		CPNI Notification: 0	CTN:9198897464 Account Number:534115196684 Notification
				ginating System:ATLAS Event
			Type:AccountPasso	codeModified ASON WILLIAMS Language:E Insert Datetime:2019-02-04
			18:20:36.0	430N WILLIAMS Language.L Insert Dateline.2013-02-04
				ASON WILLIAMS RALEIGH
				seow@gmail.com Language:E Insert Datetime:2019-02-04 DRKING USER ID IS :EDD
00/04/0040 40 00 54	A LLOUD COO	CLID	040 000 7404	LOG LOGICET DOD DIVI
02/04/2019 19:36:54	Add SUB SOC	SUB	919-889-7464	193460757 - BOB PMI
	System Text		919-889-7464	193460757 - BOB PMI UserText
Subscriber level SOC			919-889-7464	
Subscriber level SOC	System Text		919-889-7464	
Subscriber level SOC	System Text		919-889-7464	
Subscriber level SOC	System Text created. SOC: IPVVMNAT. Effec	tive:	919-889-7464	UserText
Subscriber level SOC 2/04/2019.	System Text created. SOC: IPVVMNAT. Effec			
Subscriber level SOC 02/04/2019.	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text	sub		UserText 193460757 - BOB PMI
Subscriber level SOC 12/04/2019. 02/04/2019 19:36:54 Subscriber level SOC	System Text created. SOC: IPVVMNAT. Effec	sub		UserText 193460757 - BOB PMI
Subscriber level SOC 12/04/2019. 02/04/2019 19:36:54 Subscriber level SOC	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text	sub		UserText 193460757 - BOB PMI
Subscriber level SOC 12/04/2019. 02/04/2019 19:36:54 Subscriber level SOC	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text	sub		UserText 193460757 - BOB PMI
Subscriber level SOC (2/04/2019). 02/04/2019 19:36:54 Subscriber level SOC	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text	sub		UserText 193460757 - BOB PMI
Subscriber level SOC 12/04/2019. 02/04/2019 19:36:54 Subscriber level SOC late: 02/04/2019.	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text expired. SOC: IPVVMNAT. Expire Add IMEI System Text	sub stion	919-889-7464	UserText 193460757 - BOB PMI UserText
Subscriber level SOC 02/04/2019. 02/04/2019 19:36:54 Subscriber level SOC date: 02/04/2019. 02/04/2019 19:36:54 MEI Added. IMEI: 3560	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text expired. SOC: IPVVMNAT. Expire	sub stion	919-889-7464	UserText 193460757 - BOB PMI UserText 193460757 - BOB PMI
Subscriber level SOC 102/04/2019. 02/04/2019 19:36:54 Subscriber level SOC 104:2019. 02/04/2019 19:36:54 MEI Added. IMEI: 3566	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text expired. SOC: IPVVMNAT. Expire Add IMEI System Text	sub stion	919-889-7464	UserText 193460757 - BOB PMI UserText 193460757 - BOB PMI
Subscriber level SOC 12/04/2019. 02/04/2019 19:36:54 Subscriber level SOC 14te: 02/04/2019. 02/04/2019 19:36:54 MEI Added. IMEI: 3560	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text expired. SOC: IPVVMNAT. Expire Add IMEI System Text	sub stion	919-889-7464	UserText 193460757 - BOB PMI UserText 193460757 - BOB PMI
Subscriber level SOC 102/04/2019. 02/04/2019 19:36:54 Subscriber level SOC 104:2019. 02/04/2019 19:36:54 MEI Added. IMEI: 3566 12/02/2018.	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text expired. SOC: IPVVMNAT. Expire Add IMEI System Text 080097664348. Effective date:	sub ation	919-889-7464	193460757 - BOB PMI UserText 193460757 - BOB PMI UserText
Subscriber level SOC 12/04/2019. 02/04/2019 19:36:54 Subscriber level SOC 14te: 02/04/2019. 02/04/2019 19:36:54 MEI Added. IMEI: 3560	System Text created. SOC: IPVVMNAT. Effect Expire SUB SOC System Text expired. SOC: IPVVMNAT. Expire Add IMEI System Text	sub stion	919-889-7464	UserText 193460757 - BOB PMI UserText 193460757 - BOB PMI

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Creation Date	TYPE	Catego	ory Subscriber	Created By
02/04/2019 19:31:45	CSM General	CSM		193461371 - OPUS - AF
	System Text			UserText
		E	Econsent accepted f	or CSS THE WORKING USER ID IS :hr504c
02/04/2019 19:31:31	Upg Elg Check Result	SUB	919-208-3101	193461371 - OPUS - AF
	System Text			UserText
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date Ione. USC: COR.	F		Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
02/04/2019 19:31:28	Replace SIM	SUB	919-889-7464	193461371 - OPUS - AF
	System Text			UserText
Reason: PER CUSTON				
02/04/2019 19:29:27	Restore SUB	CTN	919-889-7464	193461371 - OPUS - AF
	System Text			UserText
20/04/0040 40 00 47	76	OFN.		Leonard ODUO Ad
02/04/2019 19:23:47	Special Instructions System Text	GEN		193461371 - OPUS - AF
02/04/2019 19:23:47	Special Instructions System Text	T F I.	TO ACCESS THE AC PASSPORTS AND .D. Do not make any Williams verified in s	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE
02/04/2019 19:23:47	-	T F I.	TO ACCESS THE ACPASSPORTS AND D. Do not make any	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE
02/04/2019 19:23:47	-	T F I.	TO ACCESS THE AC PASSPORTS AND .D. Do not make any Williams verified in s	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE
02/04/2019 19:20:30	System Text	T F I. V	TO ACCESS THE ACPASSPORTS AND D. Do not make any Williams verified in s WORKING USER ID	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license. THE IS: Hassan Rmeiti
02/04/2019 19:20:30	System Text Change BAN Passcode	T F I. V	TO ACCESS THE ACPASSPORTS AND D. Do not make any Williams verified in s WORKING USER ID	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 v changes over the phone at the request Jason store with 2 passports and 1 drivers license THE IS: Hassan Rmeiti 193461371 - OPUS - AF
02/04/2019 19:20:30	System Text Change BAN Passcode	T F I. V	TO ACCESS THE ACPASSPORTS AND D. Do not make any Williams verified in s WORKING USER ID	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 v changes over the phone at the request Jason store with 2 passports and 1 drivers license THE IS: Hassan Rmeiti 193461371 - OPUS - AF
02/04/2019 19:20:30 Passcode changed.	System Text Change BAN Passcode System Text	T F I. V V	TO ACCESS THE ACPASSPORTS AND .D. Do not make any Williams verified in s WORKING USER ID	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE IS: Hassan Rmeiti 193461371 - OPUS - AF UserText
02/04/2019 19:20:30 Passcode changed.	Change BAN Passcode System Text CSM General	BAN	FO ACCESS THE ACPASSPORTS AND D. Do not make any Williams verified in s WORKING USER ID Bypass use of 1-time	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE IS: Hassan Rmeiti 193461371 - OPUS - AF UserText
02/04/2019 19:20:30 Passcode changed.	Change BAN Passcode System Text CSM General System Text CSM General	BAN	FO ACCESS THE ACPASSPORTS AND D. Do not make any Williams verified in s WORKING USER ID Bypass use of 1-time	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE IS: Hassan Rmeiti 193461371 - OPUS - AF UserText UserText PIN for ChangePasscode because Phone lost/stolen. dated THE WORKING USER ID IS: hr504c
02/04/2019 19:20:30 Passcode changed. 02/04/2019 19:19:42	Change BAN Passcode System Text CSM General System Text	BAN	TO ACCESS THE ACPASSPORTS AND D. Do not make any Williams verified in a WORKING USER ID Bypass use of 1-time Last 4 SSN was valid	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE IS: Hassan Rmeiti 193461371 - OPUS - AF UserText UserText PIN for ChangePasscode because Phone lost/stolen. dated THE WORKING USER ID IS: hr504c
02/04/2019 19:20:30 Passcode changed. 02/04/2019 19:19:42	Change BAN Passcode System Text CSM General System Text CSM General	BAN CSM	FO ACCESS THE ACPASSPORTS AND D. Do not make any Williams verified in s WORKING USER ID Bypass use of 1-time Last 4 SSN was valid Rep validated AH JA Jason Williams by h	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE IS: Hassan Rmeiti 193461371 - OPUS - AF UserText UserText PIN for ChangePasscode because Phone lost/stolen. dated THE WORKING USER ID IS: hr504c
02/04/2019 19:20:30 Passcode changed. 02/04/2019 19:19:42	Change BAN Passcode System Text CSM General System Text CSM General	BAN CSM	FO ACCESS THE ACPASSPORTS AND D. Do not make any Williams verified in s WORKING USER ID Bypass use of 1-time Last 4 SSN was valid Rep validated AH JA Jason Williams by h	UserText COUNT MUST IDENTIFY ACCOUNT HOLDER VIA 2 of changes over the phone at the request Jason store with 2 passports and 1 drivers license THE IS: Hassan Rmeiti 193461371 - OPUS - AF UserText PIN for ChangePasscode because Phone lost/stolen. dated THE WORKING USER ID IS: hr504c 193461371 - OPUS - AF UserText SON A WILLIAMS with name on DL swiped/scanned is r504c RSC and last 4 of SSN validation is

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Customer accepted duration of visit/call . THE WORKING USER ID IS :hr504c

Creation Date	TYPE	Categ	gory Subscriber Created By
02/04/2019 19:17:17	CSM General	CSM	193461371 - OPUS - AF
	System Text		UserText
			Image Capture of ID was attention THE WORKING USER ID IS :hr504c
02/04/2019 19:17:16	CSM General	CSM	193461371 - OPUS - AF
	System Text		UserText
			Customer declined consent for Image Capture of ID THE WORKING USER ID :hr504c
02/04/2019 19:16:26	CSM General	CSM	193461371 - OPUS - AF
	System Text		UserText
			Rep hr504c RSC entered Customer Verification Screen . THE WORKING USER II IS :hr504c
02/04/2019 19:16:23	Upg Elg Check Result	SUB	919-208-3101 190995803 - OPUS CS
	System Text		UserText
ast Early Upg Date: N	ligibility Check. Last Upg Date: lone. USC: PCA. Upg Elg Check Result		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible. 919-889-7464 190995803 - OPUS CSI
02/04/2019 19:10:23	System Text		UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: PCA.		Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.
02/04/2019 07:58:56	CM - Interaction	CRM	190995809 - CLARIFY(
	System Text		UserText
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: Account and Profile Management/Service Suspension and Restorals/Voluntary Suspend or Restore Resolution: Unable to complete per VID or Policy Notes: cx wanting to confirm line suspension. cx unable to vid. referred cx to retail location for photo vid. Created on: 2019-02-04 07:58:51.0 Created by: sr011f (Rogers, Scott) Caller: JASON WILLIAMS;Owner;919 889-7464;Not Verified; . THE WORKING USER ID IS :sr011f
02/04/2019 07:51:24	Upg Elg Check Result	SUB	919-889-7464 190995809 - CLARIFYC
	System Text		UserText
Equipment Upgrade E 03/13/2015. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.

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Creation Date	TYPE	June	egory Subscriber	Created By
02/03/2019 23:24:47	CM - Interaction	CRM		190995809 - CLARIFY(
	System Text			UserText
:M - Interaction			Fraud Resolution: Comple Notes: escalated ca change anything si fraud department is suspension Created on: 2019-0 Created by: ao332p	one ess Support and Information/Privacy and Fraud/Privacy and eted Fraud After Hours referral form all: someone purchase and activate on cx account / we cant ince passcode is change and also email has been remove s alreday clossed currently \ adv cx to override the
			Caller:	
02/03/2019 23:24:31	Suspend SUB	CTN	919-889-7464	204039403 - ALEXAND
	System Text			UserText
	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.	SUB	iPhone Standard U	. Reason:Unknown. Future Elig Date:None. pgrade: Result:Eligible.
02/03/2019 22:50:44	CM - Interaction	CRM	Installment upgrad	190995809 - CLARIFY(
	System Text			UserText
			Fraud Resolution: Shared Notes: cci wanted t code adv we canno passcode.cx said t	ess Support and Information/Privacy and Fraud/Privacy and Privacy Change information to suspend service the service, but cx cannot provide the pipot make any changes on the account unless we have the hat someone made a sim swap on the account and their usi don't have no way to send the temporary pin, adv, sup said he
20/20/2010 20 50 01		an	040,000,7404	lancorona al Arriend
02/03/2019 22:50:04	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.			. Reason:Unknown. Future Elig Date:None. pgrade: Result:Eligible.
02/03/2019 22:34:09	CM - Interaction	CRM		190995809 - CLARIFYC
	System Text			UserText
M - Interaction			Fraud Notes: cx wants to for his account but tried to update pas	d Call as Support and Information/Privacy and Fraud/Privacy and cancel his line ending in "7464", cx provided the passcode its not working, cx said that they have changed it as well, scode, doesn't have the option to send it to the number on ress on file was hacked as well, referred cx to Fraud dept. 2-03 22:34:07.0
0	ase 5:19-cv-00475-BO	Do	cument 137-2	Filed 04/28/22 Page 29 of 68

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O2/03/2019 21:20:44 CM - Interaction O2/03/2019 21:20:43 DOC/DOV Dec System Text Consent denied for this interaction on O2/03/2019 21:12:14 Expire SUB SG System Text Consent denied for this interaction on O2/03/2019 21:12:14 Expire SUB SG System Text Subscriber level SOC expired. SOC: Interaction on O2/03/2019 21:12:14 Add SUB SOC System Text Subscriber level SOC created. SOC: Interaction on O2/03/2019 21:12:14 Replace SIM System Text O2/03/2019 21:12:14 Replace SIM System Text	TYPE	Categ	jory Subscriber	Created By
Quipment Upgrade Eligibility Check. 3/13/2015. Last Early Upg Date: None 02/03/2019 21:20:47	k Result	SUB	919-889-7464	190995809 - CLARIFY(
02/03/2019 21:20:47 CM - Interaction O2/03/2019 21:20:44 CM - Interaction O2/03/2019 21:20:44 CM - Interaction System Text M - Interaction O2/03/2019 21:20:43 DOC/DOV Dec System Text O2/03/2019 21:20:43 DOC/DOV Dec System Text Onsent denied for this interaction on O2/03/2019 21:12:14 Expire SUB SO System Text ubscriber level SOC expired. SOC: I ate: 02/03/2019. O2/03/2019 21:12:14 Add SUB SOC System Text ubscriber level SOC created. SOC: I ate: 02/03/2019.				UserText
O2/03/2019 21:20:44 CM - Interaction O2/03/2019 21:20:44 CM - Interaction System Text M - Interaction O2/03/2019 21:20:43 DOC/DOV Dec System Text Onsent denied for this interaction on O2/03/2019 21:12:14 Expire SUB SO System Text ubscriber level SOC expired. SOC: I ate: 02/03/2019 21:12:14 Add SUB SOC System Text ubscriber level SOC created. SOC: I 2/03/2019.				Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
M - Interaction 02/03/2019 21:20:44	n	CRM		190995809 - CLARIFY(
02/03/2019 21:20:44 CM - Interaction System Text CM - Interaction 02/03/2019 21:20:43 DOC/DOV Dec System Text Consent denied for this interaction on 02/03/2019 21:12:14 Expire SUB SO System Text Subscriber level SOC expired. SOC: I ate: 02/03/2019 21:12:14 Add SUB SOC System Text Subscriber level SOC created. SOC: I 2/03/2019.				UserText
System Text OM - Interaction O2/03/2019 21:20:43 DOC/DOV Dec System Text Consent denied for this interaction on O2/03/2019 21:12:14 Expire SUB SO System Text Subscriber level SOC expired. SOC: I late: 02/03/2019 21:12:14 Add SUB SOC System Text Subscriber level SOC created. SOC: I 02/03/2019. O2/03/2019 21:12:14 Replace SIM			Resolution: No, cons Notes: BAN 5341151! Permanent Consent, interaction only,Sun Action: One And Dor	ne eference Change/Duration of Call/Visit sent denied for this interaction only 96684, Market GAC, DOC, Old CPNI Preference:Denied New CPNI Preference:No, consent denied for this Feb 03 20:18:02 CST 2019,gj639s ne r/\$200 Reward Card for new high speed BB-stacked with
O2/03/2019 21:20:43 DOC/DOV Dec System Text Consent denied for this interaction on 02/03/2019 21:12:14 Expire SUB SO System Text Subscriber level SOC expired. SOC: I late: 02/03/2019 21:12:14 Add SUB SOC System Text Subscriber level SOC created. SOC: I 2/03/2019.	on	CRM		190995809 - CLARIFY(UserText
System Text Consent denied for this interaction on 02/03/2019 21:12:14 Expire SUB SO System Text Subscriber level SOC expired. SOC: I date: 02/03/2019 21:12:14 Add SUB SOC System Text Subscriber level SOC created. SOC: I 02/03/2019. Replace SIM			NewCpni :: No, cons	consent ed Permanent Consent ent denied for this interaction only Feb 03 20:18:02 CST 2019
System Text Consent denied for this interaction on 02/03/2019 21:12:14 Expire SUB SO System Text Subscriber level SOC expired. SOC: I late: 02/03/2019 21:12:14 Add SUB SOC System Text Subscriber level SOC created. SOC: I 12/03/2019.				·
O2/03/2019 21:12:14 Expire SUB SO System Text Subscriber level SOC expired. SOC: I ate: 02/03/2019 21:12:14 Add SUB SOC System Text Subscriber level SOC created. SOC: I ate: 02/03/2019.	line	BAN	000-000-0000	190995809 - CLARIFY(
O2/03/2019 21:12:14 Expire SUB SO System Text subscriber level SOC expired. SOC: I ate: 02/03/2019. O2/03/2019 21:12:14 Add SUB SOC System Text subscriber level SOC created. SOC: I 2/03/2019. O2/03/2019 21:12:14 Replace SIM				UserText
System Text subscriber level SOC expired. SOC: I ate: 02/03/2019. 02/03/2019 21:12:14 Add SUB SOC System Text subscriber level SOC created. SOC: I 2/03/2019. 02/03/2019 21:12:14 Replace SIM	ily.			
ubscriber level SOC expired. SOC: I ate: 02/03/2019. 02/03/2019 21:12:14 Add SUB SOC System Text ubscriber level SOC created. SOC: I 2/03/2019. 02/03/2019 21:12:14 Replace SIM	oc	SUB	919-889-7464	208036888 - GABRIEL
02/03/2019 21:12:14 Add SUB SOC System Text ubscriber level SOC created. SOC: I 2/03/2019. 02/03/2019 21:12:14 Replace SIM				UserText
System Text Subscriber level SOC created. SOC: I 2/03/2019.	PVVMNAT. Expi	ration		
Subscriber level SOC created. SOC: I 12/03/2019. 02/03/2019 21:12:14 Replace SIM		SUB	919-889-7464	208036888 - GABRIEL
2/03/2019. 02/03/2019 21:12:14 Replace SIM			- '	UserText
	PVVMNAT. Effec	ctive:		
		SUB	919-889-7464	208036888 - GABRIEL
,				UserText
ilM 89014103271566984033 was chan 9014103279445432355, Date: 2/3/2019 echnical/Troubleshooting.		eason:		

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02/03/2019 21:02:48	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
	System Text			UserText
Equipment Upgrade E 13/13/2015. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.			Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
02/03/2019 21:01:30	Feature Inquiry	IND	919-889-7464	201037361 - DANACIA
	System Text			UserText
			accessed acct to ver	ify dv4218
02/03/2019 20:45:37	Feature Inquiry	IND	919-889-7464	203029661 - PHILLIP B
	System Text		_	UserText
			 cx verified acct with 	ey lost their device and they wanted to activate a new phone h pin but the imei (990002778324465) was locked by another o find a ATT device to activate - pb233n
02/03/2019 20:45:30	Feature Inquiry	IND	919-889-7464	203029661 - PHILLIP B
	System Text			UserText
			accessed to verify so	pc pb233n
02/03/2019 20:39:25	Upg Elg Check Result System Text	SUB	919-889-7464	190995809 - CLARIFYC UserText
Equipment Upgrade E	,, , , ,		Standard Upgrade: F Result:Not eligible. F	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
Equipment Upgrade E	System Text ligibility Check. Last Upg Date:		Standard Upgrade: F Result:Not eligible. F iPhone Standard Up	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
Equipment Upgrade E 03/13/2015. Last Early	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Standard Upgrade: F Result:Not eligible. F iPhone Standard Up Installment upgrade:	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
Equipment Upgrade E 03/13/2015. Last Early 02/03/2019 15:48:19	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY. Domestic Data Notice System Text	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Upgrade: 919-889-7464 Data Usage Alert: Cu its data allowance. A is depleted. Review	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 190995757 - DUCS CS
Equipment Upgrade E 03/13/2015. Last Early 02/03/2019 15:48:19	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY. Domestic Data Notice System Text	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Upgrade: 919-889-7464 Data Usage Alert: Cu its data allowance. A is depleted. Review	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible. 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 90% odditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to
Equipment Upgrade E 03/13/2015. Last Early 02/03/2019 15:48:19 Domestic Data Usage	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY. Domestic Data Notice System Text Notification sent	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Upgrade: 919-889-7464 Data Usage Alert: Cu its data allowance. A is depleted. Review myCSP *145071Th	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible. 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 90% odditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS :Enabler
Equipment Upgrade E 03/13/2015. Last Early 02/03/2019 15:48:19 Domestic Data Usage	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY. Domestic Data Notice System Text Notification sent Domestic Data Notice System Text	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Up Installment upgrade: 919-889-7464 Data Usage Alert: Cu its data allowance. A is depleted. Review of myCSP *145071Th	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible. 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 90% odditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS :Enabler
Equipment Upgrade E 03/13/2015. Last Early 02/03/2019 15:48:19 Domestic Data Usage 02/01/2019 16:49:48	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY. Domestic Data Notice System Text Notification sent Domestic Data Notice System Text	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Up Installment upgrade: 919-889-7464 Data Usage Alert: Cu its data allowance. A is depleted. Review of myCSP *145071Th	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible. 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 90% of additional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS :Enabler 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 75% of additional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to
Equipment Upgrade E 03/13/2015. Last Early 02/03/2019 15:48:19 Domestic Data Usage 02/01/2019 16:49:48 Domestic Data Usage	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY. Domestic Data Notice System Text Notification sent Domestic Data Notice System Text Notification sent	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Up Installment upgrade: 919-889-7464 Data Usage Alert: Cu its data allowance. A is depleted. Review myCSP *145071 Th 919-889-7464 Data Usage Alert: Cu its data allowance. A is depleted. Review myCSP *145071 Th	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible. 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 90% of diditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS:Enabler 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 75% of diditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS:Enabler

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Creation Date	TYPE	Cate	egory Subscriber	Created By
01/12/2019 08:09:16	EDD_Acc_Level_Note	BAN		190995749 - EDD API I
	System Text			UserText
			Email payment recei USER ID IS :EDD	pt sent to: jasonwilliamseow@gmail.com . THE WORKING
01/12/2019 08:09:13	Payment Received	FINN		193461372 - REALTIME
	System Text			UserText
'ayment received. Pay Amount: \$130.78. Meth	ment deposit date: 01/12/2019. nod: CC. Source: AUTPAY	•	EPAY	
01/07/2019 16:12:18	Upgrade Elig Check	SUB	919-889-7464	193461238 - OPUS TW
	System Text			UserText
	igibility check. Result: Eligible. 115. Future eligibility date: Non		Reason: Eligible	
01/07/2019 16:12:15	Upgrade Elig Check	SUB	919-208-3101	193461238 - OPUS TW
	System Text			UserText
	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: COR.	SUB	iPhone Standard Upg	Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
01/07/2019 16:09:19	Upg Elg Check Result System Text ligibility Check. Last Upg Date:		Standard Upgrade: F Result:Not eligible. F	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
01/07/2019 16:09:19	Upg Elg Check Result System Text ligibility Check. Last Upg Date:		Standard Upgrade: F Result:Not eligible. F iPhone Standard Upg	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.
01/07/2019 16:09:19 equipment Upgrade El 3/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: COR.		Standard Upgrade: F Result:Not eligible. F iPhone Standard Upg Installment upgrade:	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
one. USC: . 01/07/2019 16:09:19 quipment Upgrade El 3/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: COR. CSM General		Standard Upgrade: F Result:Not eligible. F iPhone Standard Upg Installment upgrade:	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
one. USC: . 01/07/2019 16:09:19 quipment Upgrade El 3/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: COR. CSM General		Standard Upgrade: F Result:Not eligible. F iPhone Standard Upg Installment upgrade: Account Accessed vi Rep THE WORKING	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 193461238 - OPUS TW UserText ia Unverified Flow by aa644k Call Center Unified
01/07/2019 16:09:19 Equipment Upgrade El 3/13/2015. Last Early 01/07/2019 16:09:19	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: COR. CSM General System Text	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Upg Installment upgrade: Account Accessed vi Rep THE WORKING	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 193461238 - OPUS TW UserText ia Unverified Flow by aa644k Call Center Unified G USER ID IS :aa644k
01/07/2019 16:09:19 Equipment Upgrade El 3/13/2015. Last Early 01/07/2019 16:09:19	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: COR. CSM General System Text CM - Interaction	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Upg Installment upgrade: Account Accessed vi Rep THE WORKING ::CLARIFY:: Interacti Action: One And Dor Need: Caller Not Pre Resolution: Complet Notes: Created on: 2019-01- Created by: aa644k (UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 193461238 - OPUS TW UserText ia Unverified Flow by aa644k Call Center Unified G USER ID IS :aa644k 190995809 - CLARIFYC UserText ion ne sent/Caller Not Present/Caller Not Present red Interaction and Call Ended 07 16:06:40.0
01/07/2019 16:09:19 quipment Upgrade El 3/13/2015. Last Early 01/07/2019 16:09:19	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: COR. CSM General System Text CM - Interaction	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Upg Installment upgrade: Account Accessed vi Rep THE WORKING ::CLARIFY:: Interacti Action: One And Dor Need: Caller Not Pre Resolution: Complet Notes: Created on: 2019-01- Created by: aa644k (Caller: JASON WILLI	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 193461238 - OPUS TW UserText ia Unverified Flow by aa644k Call Center Unified G USER ID IS :aa644k 190995809 - CLARIFYC UserText ion ne sent/Caller Not Present/Caller Not Present ded Interaction and Call Ended 07 16:06:40.0 Alexander, Adriane)
01/07/2019 16:09:19 Equipment Upgrade El 3/13/2015. Last Early 01/07/2019 16:09:19 01/07/2019 16:06:45 EM - Interaction	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: COR. CSM General System Text CM - Interaction System Text	CSM	Standard Upgrade: F Result:Not eligible. F iPhone Standard Upg Installment upgrade: Account Accessed vi Rep THE WORKING ::CLARIFY:: Interacti Action: One And Dor Need: Caller Not Pres Resolution: Complet Notes: Created on: 2019-01- Created by: aa644k (Caller: JASON WILLI USER ID IS :aa644k	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 193461238 - OPUS TW UserText ia Unverified Flow by aa644k Call Center Unified G USER ID IS :aa644k 190995809 - CLARIFY(UserText ion ne sent/Caller Not Present/Caller Not Present red Interaction and Call Ended 107 16:06:40.0 Alexander, Adriane) IAMS;Owner;919 889-7464;Not Verified; . THE WORKING

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			gory Subscriber	Created By	
01/07/2019 16:05:25	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI	
	System Text			UserText	
	ligibility Check. Last Upg Date: Upg Date: None. USC: PCA.		Standard Upgrade: Fi iPhone Standard Upg	esult:Eligible. rade: Result:Eligible.	
01/07/2019 16:05:19	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI	
	System Text			UserText	
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date: N lone. USC: PCA.	lone.	Standard Upgrade: F iPhone Standard Upg	esult:Eligible. ırade: Result:Eligible.	
01/07/2019 16:05:19	Upg Elg Check Result	SUB	919-889-7464	190995803 - OPUS CSI	
	System Text			UserText	
	ligibility Check. Last Upg Date:		Standard Upgrade: F		
3/13/2015. Last Early	Upg Date: None. USC: PCA.		iPhone Standard Upg	rade: Result:Eligible.	
12/12/2018 13:40:01	EDD_Acc_Level_Note	BAN		190995749 - EDD API I	
	System Text			UserText	
			USER ID IS :EDD	ot sent to: jasonwilliamseow@gmail.com . THE WC	ARING
12/12/2018 13:39:59	Payment Received	FINN		193461372 - REALTIME	
	System Text	FINN		193461372 - REALTIME UserText	
ayment received. Pay mount: \$291.76. Metl		FINN	EPAY		
ayment received. Pay mount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note	FINN		UserText 190995749 - EDD API I	
ayment received. Pay mount: \$291.76. Meti	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY		EPAY	UserText 190995749 - EDD API I UserText	
ayment received. Pay mount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note		EPAY Customer Service Su	UserText 190995749 - EDD API I	
ayment received. Paymount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text	BAN	EPAY Customer Service Susuccessful CTNs: 91	UserText 190995749 - EDD API I UserText mmary SMS sent for 534115196684 on 12/05/2018 f 92083101,9198897464 . THE WORKING USER ID IS	
ayment received. Paymount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Fraud General		EPAY Customer Service Susuccessful CTNs: 91	UserText 190995749 - EDD API I UserText mmary SMS sent for 534115196684 on 12/05/2018 for 2083101,9198897464 . THE WORKING USER ID IS	
ayment received. Pay mount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text	BAN	Customer Service Susuccessful CTNs: 91	UserText 190995749 - EDD API I UserText mmary SMS sent for 534115196684 on 12/05/2018 f 92083101,9198897464 . THE WORKING USER ID IS 10033785 - HAO HUAN UserText	
ayment received. Paymount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Fraud General	BAN	EPAY Customer Service Susuccessful CTNs: 91	UserText 190995749 - EDD API I UserText mmary SMS sent for 534115196684 on 12/05/2018 f 92083101,9198897464 . THE WORKING USER ID IS 10033785 - HAO HUAN UserText Fraud**	
ayment received. Paymount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Fraud General	BAN	EPAY Customer Service St successful CTNs: 91 919-889-7464 **Fraud Department* **Definite Consumer DO NOT REVIEW NO Source: Inbound call PFG/DESC:	UserText UserText UserText mmary SMS sent for 534115196684 on 12/05/2018 fg 2083101,9198897464 . THE WORKING USER ID IS 10033785 - HAO HUAN UserText Fraud** TES WITH CALLER	
ayment received. Paymount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Fraud General	BAN	Customer Service St successful CTNs: 91 919-889-7464 **Fraud Department* **Definite Consumer DO NOT REVIEW NO Source: Inbound call	UserText UserText UserText mmary SMS sent for 534115196684 on 12/05/2018 fg 2083101,9198897464 . THE WORKING USER ID IS 10033785 - HAO HUAN UserText Fraud** TES WITH CALLER	
ayment received. Paymount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Fraud General	BAN	EPAY Customer Service St successful CTNs: 91 919-889-7464 **Fraud Department* **Definite Consumer DO NOT REVIEW NO Source: Inbound call PFG/DESC: Case #: CTN: BAN: 534115196684	UserText UserText UserText mmary SMS sent for 534115196684 on 12/05/2018 fg 2083101,9198897464 . THE WORKING USER ID IS 10033785 - HAO HUAN UserText Fraud** TES WITH CALLER	
ayment received. Paymount: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Fraud General	BAN	EPAY Customer Service St successful CTNs: 91 919-889-7464 **Fraud Department* **Definite Consumer DO NOT REVIEW NO Source: Inbound call PFG/DESC: Case #: CTN:	UserText UserText UserText mmary SMS sent for 534115196684 on 12/05/2018 for 2083101,9198897464 . THE WORKING USER ID IS 10033785 - HAO HUAN UserText Fraud** TES WITH CALLER	
Payment received. Payment: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Fraud General	BAN	Customer Service Susuccessful CTNs: 91 919-889-7464 **Fraud Department* **Definite Consumer DO NOT REVIEW NO Source: Inbound call PFG/DESC: Case #: CTN: BAN: 534115196684 Order#: Call Received From: Reasons:	UserText UserText UserText mmary SMS sent for 534115196684 on 12/05/2018 for 2083101,9198897464 . THE WORKING USER ID IS 10033785 - HAO HUAN UserText Fraud** TES WITH CALLER	EDD
Payment received. Payment: \$291.76. Metl	System Text yment deposit date: 12/12/2018. hod: CC. Source: AUTPAY EDD_Acc_Level_Note System Text Fraud General	BAN	EPAY Customer Service Susuccessful CTNs: 91 919-889-7464 **Fraud Department* **Definite Consumer DO NOT REVIEW NO Source: Inbound call PFG/DESC: Case #: CTN: BAN: 534115196684 Order#: Call Received From: Reasons: -AH is reporting fraustate Action Taken:	UserText UserText UserText mmary SMS sent for 534115196684 on 12/05/2018 for 2083101,9198897464 . THE WORKING USER ID IS 10033785 - HAO HUAN UserText Fraud** TES WITH CALLER JASON A. WILLIAMS If due to sim has been changed multiple time in different dated sim that he has received from store yesterdated.	erent

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
12/05/2018 09:27:16	Special Instructions	GEN			10033785 - HAO HUAN
	System Text		Acco with I AH is befor	ID to update sing requesting to vote changing sim	UserText IOT REMOVE** in NC state and scammers went to OK state att cor store in card multiple times! verify both the NC state issued driver license and passport in cards or make changes to the account! seudo)/GFMO 12/5/2018
12/05/2018 09:19:03	Expire SUB SOC	SUB		919-889-7464	10033785 - HAO HUAN
	System Text				UserText
Subscriber level SOC date: 12/05/2018.	expired. SOC: IPVVMNAT. Expira	ation			
12/05/2018 09:19:03	Add SUB SOC	SUB		919-889-7464	10033785 - HAO HUAN
	System Text				UserText
Subscriber level SOC 12/05/2018.	created. SOC: IPVVMNAT. Effect	ive:			
12/05/2018 09:19:03	Replace SIM	SUB		919-889-7464	10033785 - HAO HUAN
	System Text				UserText
	Restore SUB System Text effective 12/05/2018. Reason:	CTN		919-889-7464	10033785 - HAO HUAN UserText
Customer Request.					
12/05/2018 08:43:14	CM - Interaction	CRM			190995809 - CLARIFY(
CM - Interaction	System Text		Actio Need Frauc Notes xfer of Creat Creat Calle	d s: cx cci wants call ded on: 2018-12- ded by: mb406j (Call s Support and Information/Privacy and Fraud/Privacy and tobe xfer to fraud dept due to sim swaap fraudulent activity 05 08:43:11.0 (Balingit, Marjorie) IAMS;Owner;919 889-7464;Verified with Passcode; . THE
12/05/2018 08:40:05	Upg Elg Check Result	SUB		919-889-7464	190995809 - CLARIFY(
	System Text		Stand	dard Ungrade: F	UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		iPhor	lt:Not eligible. F ne Standard Up	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
		CSM	iPhor Insta	lt:Not eligible. F ne Standard Up	Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.

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Creation Date TYPE Category Subscriber Created By 12/04/2018 17:19:43 FRAUD RESEARCH DIAL 919-889-7464 10153664 - KATHERINI System Text UserText **Fraud Department** Account Hijacked **DefiniteFraud** DO NOT REVIEW NOTES WITH CALLER Source: Inbound call PFG/DESC: Case #: CTN: 919-889-7464 BAN: 534115196684 Call Received From: JASON A. WILLIAMS Password: No, customer declined to add a password Made account whole Reasons: Customer Info: -Account holder called in to dispute the SIM change on the account. Per notes in the account the fraud person is going into a COR location with ID and having the SIM changed. Fraud person DOES NOT k 190995809 - CLARIFYO 12/04/2018 16:56:04 CM - Interaction CRM - -System Text UserText CM - Interaction ::CLARIFY:: Interaction Action: One And Done Need: NBA/NBA Offer/BOGO w/new Apple,Samsung,LG devices-No TV Req-Upgrade+Upgrade NOT eligible Resolution: Did Not Offer **Notes: Not Offered** Action: One And Done Need: Billing/Bill Review/Mobile Share Data Charges Resolution: Assisted via myATT Mobile App Notes: Created on: 2018-12-04 16:56:01.0 Created by: dh1304 (Hart, Derek) Caller: JASON WILLIAMS; Owner; 919 889-7464; Verified with Passcode; . THE **WORKING USER ID IS: dh1304** 12/04/2018 16:37:09 Suspend SUB Stolen **CTN** 919-889-7464 193460801 - MyATT-B System Text UserText Subscriber Suspended. Effective: 12/04/2018. Reason: STOLEN EQUIPMENT. Stolen Report: Device blocked from use on the network. 12/04/2018 16:35:11 EDD_Acc_Level_Note BAN 190995749 - EDD API I System Text UserText Customer Service Summary Email notification for 534115196684 sent to email: J.WILLIAMS@FASTMED.COM on 12/04/2018. THE WORKING USER ID IS :EDD

12/04/2018 16:33:32 Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
System Text			UserText
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.	Re iPt		Reason:Unknown. Future Elig Date:None. grade: Result:Eligible.

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Creation Date	TYPE	Cate	egory	Subscriber	Created By
12/04/2018 15:37:02	CSM General	CSM			193461371 - OPUS - AF
	System Text				UserText
			Ecor	nsent accepted fo	or CSS THE WORKING USER ID IS :sh487q
12/04/2018 15:36:49	Upg Elg Check Result	SUB		919-208-3101	193461371 - OPUS - AF
	System Text				UserText
quipment Upgrade El Ist Early Upg Date: N	ligibility Check. Last Upg Date: Nor one. USC: COR.	ne.	Resu iPho		eason:Unknown. Future Elig Date:None. rade: Result:Eligible.
12/04/2018 15:36:46	Replace SIM	SUB		919-889-7464	193461371 - OPUS - AF
	System Text				UserText
	34967 was changed to 7, Date: 12/04/2018, Amount: \$0.00 IER REQUEST.),			
12/04/2018 15:36:29	CSM General	CSM			193461371 - OPUS - AF
	System Text				UserText
					PIN for SimCardChange because Phone lost/stolen. ated THE WORKING USER ID IS :sh487q
12/04/2018 15:34:21	CSM General	CSM			193461371 - OPUS - AF
	System Text				UserText
			Rep sh48	validated AH JAS	nse bypass selected because ID Type Not Scanable. SON A WILLIAMS name on ID as Jason Williams by 4 of SSN validation is successful THE WORKING USEF
12/04/2018 15:34:21	CSM General	CSM			193461371 - OPUS - AF
	System Text				UserText
			Cust	omer accepted o	luration of visit/call . THE WORKING USER ID IS :sh487q
	7/2	15			
12/04/2018 15:34:14	CSM General	CSM			193461371 - OPUS - AF
	System Text		_		UserText
			imag	je Capture of ID	was failed THE WORKING USER ID IS :sh487q
12/04/2018 15:34:14	CSM General	CSM			193461371 - OPUS - AF
	System Text				UserText
			Cust :sh4		onsent for Image Capture of ID THE WORKING USER IE
12/04/2018 15:33:40	CSM General	CSM			193461371 - OPUS - AF
	System Text				UserText
	-		Rep	sh487a RSC ento	ered Customer Verification Screen . THE WORKING USEI
				:sh487q	

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og Elg Check Result System Text pility Check. Last Upg Date: g Date: None. USC: PCA. og Elg Check Result System Text pility Check. Last Upg Date: g. USC: PCA.	SUB None.	919-889-7464 Standard Upgrade iPhone Standard 919-208-310 Standard Upgrade iPhone Standard	UserText e: Result:Eligible. Upgrade: Result:Eligible. 1 190995803 - OPUS CSI
pility Check. Last Upg Date: g Date: None. USC: PCA. pg Elg Check Result System Text pility Check. Last Upg Date: g. USC: PCA.	SUB None.	919-208-310 Standard Upgrade	e: Result:Eligible. Upgrade: Result:Eligible. 1 190995803 - OPUS CSI UserText e: Result:Eligible.
g Date: None. USC: PCA. og Elg Check Result System Text oility Check. Last Upg Date: o. USC: PCA. GM General	SUB None.	919-208-310 Standard Upgrade	Upgrade: Result:Eligible. 1 190995803 - OPUS CSI
System Text bility Check. Last Upg Date: b. USC: PCA. BM General	None.	Standard Upgrade	UserText e: Result:Eligible.
ility Check. Last Upg Date: e. USC: PCA. GM General			e: Result:Eligible.
e. USC: PCA.			
			opgrade: result:Eligible.
System Text	CSM		193461371 - OPUS - AF
			UserText
		Scan/Swipe. Rep William by rg085	icense bypass selected because ID Will Not validated AH JASON A WILLIAMS name on ID as Jason r RSM and last 4 of SSN validation is successful THE ID IS :rg085r
SM General	CSM		193461371 - OPUS - AF
System Text		,	UserText
		Customer accepte	ed duration of visit/call . THE WORKING USER ID IS :rg085r
SM General System Text	CSM		193461371 - OPUS - AF UserText ID was failed THE WORKING USER ID IS :rg085r
		<u> </u>	· · · · · · · · · · · · · · · · · · ·
SM General	CSM		193461371 - OPUS - AF
System Text			UserText
		Customer decline :rg085r	ed consent for Image Capture of ID THE WORKING USER ID I
6M General	CSM		193461371 - OPUS - AF
system lext		Rep rg085r RSM e IS :rg085r	UserText entered Customer Verification Screen . THE WORKING USER I
og Elg Check Result	SUB	919-208-310	1 190995803 - OPUS CS
System Text			UserText
-	None	Standard Upgrade	
oility Check. Last Upg Date: e. USC: PCA.		Phone Standard	Upgrade: Result:Eligible.
oility Check. Last Upg Date:		iPhone Standard	
oility Check. Last Upg Date: e. USC: PCA.			
	System Text System Text System Text SM General System Text	System Text CSM General CSM General CSM General CSM General CSM General CSM	Customer accepted SM General CSM System Text Image Capture of System Text Customer decline :rg085r CSM Rep rg085r RSM 6

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
12/04/2018 13:43:26	EDD_Acc_Level_Note	BAN			190995749 - EDD API I
	System Text				UserText
					ummary SMS sent for 534115196684 on 12/04/2018 for 92083101,9198897464 . THE WORKING USER ID IS :EDD
12/04/2018 13:39:13	EDD_Acc_Level_Note	BAN			190995749 - EDD API I
	System Text				UserText
					ummary SMS sent for 534115196684 on 12/04/2018 for 92083101,9198897464 . THE WORKING USER ID IS :EDD
12/03/2018 00:00:00	Special Instructions	GEN	9	919-889-7464	SYSTEM
	System Text				UserText
	,		Like N	lew Device. Wa ement contact	EI: 355400085974809 This Apple device is an AT&T Certified arranty handled by AT&T internally not Apple. For warranty t AT&T iPhone Technical Support. Warranty period 07/06/17
12/03/2018 19:08:32	CM - Interaction	CRM			190995809 - CLARIFY(
	System Text				UserText
			Perma conse Action Need: Resolu	anent Consent, nt.,Mon Dec 03 n: One And Dor CPNI/CPNI Proution: Denied I	96684, Market GAC, DOC, Old CPNI Preference:Denied, New CPNI Preference:Customer-initiated permanent 3 18:05:16 CST 2018,cn363d ne eference Change/Permanent Permanent Consent 96684, Market GAC, DOC, Old
12/03/2018 19:08:30	CM - Interaction	CRM			190995809 - CLARIFYO
	System Text				UserText
CM - Interaction			Conse Previo NewC Updat RepCo	ousCpni :: Den pni :: Denied F eStamp :: Mon uid :: cn363d	eference nanent consent ied Permanent Consent Permanent Consent n Dec 03 18:05:16 CST 2018 SER ID IS :Clarify
12/03/2018 19:08:30	CM - Interaction	CRM			190995809 - CLARIFY(
CM - Interaction	System Text		Conse Previo NewC Updat RepCo	pni :: Custome eStamp :: Mon uid :: cn363d	

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12/03/2018 19:08:22				
	DOC/DOV Cust Init	BAN	000-000-0000	190995809 - CLARIFY(
ustomer initiated per nteraction.	System Text manent consent during this			UserText
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N
	System Text	,		UserText
Subscriber level SOC (date: 12/03/2018.	expired. SOC: VEN1B. Expi	ration		
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N
	System Text		-	UserText
date: 12/03/2018.				
12/03/2018 19:06:35	Expire SUB SOC System Text	SUB	919-889-7464	207018207 - CHERIE N UserText
Subscriber level SOC of Expiration date: 12/03/	expired. SOC: OPTCAMELB			
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N
Subscriber level SOC date: 12/03/2018.	expired. SOC: IWBCON. Ex	piration		
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N
	System Text		919-889-7464	207018207 - CHERIE N UserText
Subscriber level SOC	-		919-889-7464	
Subscriber level SOC	System Text		919-889-7464	
Subscriber level SOC (12/03/2018.	System Text expired. SOC: IPVV. Expira	tion date:		UserText
Subscriber level SOC (12/03/2018. 12/03/2018 19:06:35 Subscriber level SOC (System Text expired. SOC: IPVV. Expira Expire SUB SOC System Text	tion date:		UserText 207018207 - CHERIE N
Subscriber level SOC (12/03/2018. 12/03/2018 19:06:35 Subscriber level SOC (12/03/2018.	System Text expired. SOC: IPVV. Expira Expire SUB SOC System Text expired. SOC: IFDB. Expira	SUB	919-889-7464	UserText 207018207 - CHERIE N UserText
Subscriber level SOC of 12/03/2018. 12/03/2018 19:06:35 Subscriber level SOC of 12/03/2018.	System Text expired. SOC: IPVV. Expira Expire SUB SOC System Text expired. SOC: IFDB. Expira Expire SUB SOC	SUB	919-889-7464	UserText 207018207 - CHERIE N UserText
Subscriber level SOC of 12/03/2018. 12/03/2018 19:06:35 Subscriber level SOC of 12/03/2018 19:06:35 Subscriber level SOC of 12/03/2018 19:06:35	System Text expired. SOC: IPVV. Expira Expire SUB SOC System Text expired. SOC: IFDB. Expira Expire SUB SOC System Text	SUB	919-889-7464	UserText 207018207 - CHERIE N UserText

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Creation Date	TYPE	Cate	egory Subscriber	Created By	
	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N	
12/03/2016 19:00:33	System Text	306	919-009-7404	UserText	
Subscriber level SOC c 2/03/2018.	reated. SOC: IFDB. Effective:			000700	
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N	
Subscriber level SOC c 12/03/2018.	System Text reated. SOC: VEN1B. Effective:			UserText	
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N	
	System Text			UserText	
Subscriber level SOC c 12/03/2018.	reated. SOC: SDFJ1VB. Effective) :			
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N	
	System Text			UserText	
Effective: 12/03/2018.	reated. SOC: OPTCAMELB.				
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N	
Subscriber level SOC c 12/03/2018.	System Text reated. SOC: IWBCON. Effective	:		UserText	
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N	
	System Text			UserText	
Subscriber level SOC c 12/03/2018.	reated. SOC: GTETHB. Effectives				
12/03/2018 19:06:35	Expire SUB SOC	SUB	919-889-7464	207018207 - CHERIE N	
	System Text			UserText	
Subscriber level SOC e date: 12/03/2018.	xpired. SOC: SDFVIL64. Expirati	on			
12/03/2018 19:06:35	Add SUB SOC	SUB	919-889-7464	207018207 - CHERIE N	
	System Text			UserText	
Subscriber level SOC c 12/03/2018.	reated. SOC: SDFVIL64N. Effecti	ve:			
12/03/2018 19:04:05	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
	System Text			UserText	
Equipment Upgrade Eli 03/13/2015. Last Early U	gibility Check. Last Upg Date: pg Date: None. USC: CFY.			Reason:Unknown. Future E grade: Result:Eligible.	lig Date:None.

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
12/03/2018 12:25:42	Special Instructions	GEN			1905878 - RICHARD L(
	System Text				UserText
			Cust perse Cole 12/03 Cust	omer has given in on with ID and pa man Do not verify 3/18 **FRAUD DEF omer was previon	I himself with ID and passcode with manager. Instructions that transactions can only be made in Isscode verification THE WORKING USER ID IS :Brittany Is by last 4 of ssn PT DO NOT REMOVE** Is victim of Account Takeover on xx/xx/xx. Please use account changes/placing order.
12/03/2018 12:24:20	FRAUD RESEARCH	DIAL		919-889-7464	1905878 - RICHARD L(
	System Text				UserText
			DO N Sour Case CTN: BAN Orde Call Reas Sim: Action	ce: Inbound call e #: : 9198897464 : 534115196684 er#:	
12/03/2018 12:18:16	Special Instructions	GEN			1905878 - RICHARD L(
	System Text				UserText
			Cust pers	omer has given i	I himself with ID and passcode with manager. Instructions that transactions can only be made in Instructions that transactions can only be made in Instructions is second verification. THE WORKING USER ID IS :Brittany In y by last 4 of ssn
12/03/2018 12:17:39	Special Instructions	GEN			1905878 - RICHARD L(
	System Text				UserText
			Cust	omer has given in on with ID and pa	I himself with ID and passcode with manager. nstructions that transactions can only be made in sscode verification THE WORKING USER ID IS :Brittany
12/03/2018 11:43:36	CM - Interaction	CRM			190995809 - CLARIFY(
	System Text				UserText
CM - Interaction			Action Need Reson Note Crea Crea Calle	olution: Complete s: cx, request fra ted on: 2018-12-0 ted by: nt3696 (Ti	e ent/Caller Not Present/Caller Not Present d Interaction and Call Ended ud departnemtn
12/03/2018 09:50:25	CM - Interaction	CRM			190995809 - CLARIFY(
	System Text			_	UserText
CM - Interaction			Action Need Frau Note Crea Crea Calle	d s: ted on: 2018-12-0 ted by: js072d (Sa	all Support and Information/Privacy and Fraud/Privacy and 3 09:50:21.0 adler, Jennifer) MS;Owner;919 889-7464;Verified with Passcode; . THE

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g Elg Check Result vstem Text lity Check. Last Upg Date: Date: None. USC: CFY. mestic Data Notice vstem Text ication sent D_Acc_Level_Note	SUB	Stand: Result iPhon Install	e Standard Upg ment upgrade: 019-889-7464 Usage Alert: Custa allowance. Ad leted. Review u	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 190995757 - DUCS CSI UserText ust notified that Mobile Share Grp G9230838 has used 75 Additional data will be automatically added when allowar unbilled data & educate on alternative plans avail. Refer
lity Check. Last Upg Date: Date: None. USC: CFY. mestic Data Notice //stem Text ication sent	CSM	Pata Uits datis dep	t:Not eligible. Re Standard Upgment upgrade: 019-889-7464 Usage Alert: Custa allowance. Acted the Review uses	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 190995757 - DUCS CSI UserText ust notified that Mobile Share Grp G9230838 has used 75 Additional data will be automatically added when allowar
Date: None. USC: CFY. nestic Data Notice /stem Text ication sent	CSM	Pata Uits datis dep	t:Not eligible. Re Standard Upgment upgrade: 019-889-7464 Usage Alert: Custa allowance. Acted the Review uses	Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible. 190995757 - DUCS CS UserText ust notified that Mobile Share Grp G9230838 has used 75 Additional data will be automatically added when allowar
vstem Text ication sent	CSM	Data Uits dat	Jsage Alert: Cua a allowance. Ad leted. Review u	UserText ust notified that Mobile Share Grp G9230838 has used 75 Additional data will be automatically added when allowar
ication sent		its dat	a allowance. Ad leted. Review u	ust notified that Mobile Share Grp G9230838 has used 75 Additional data will be automatically added when allowar
		its dat	a allowance. Ad leted. Review u	Additional data will be automatically added when allowar
)_Acc_Level_Note		·	P *145071 TH	HE WORKING USER ID IS :Enabler
	BAN			190995749 - EDD API I
stem Text				UserText
		J.WILI	_IAMS@FASTM	MED.COM on 12/03/2018 . THE WORKING USER ID IS :EI
vice Sum Generate	CSM	ē	19-208-3101	190995935 - ENTERPR
stem Text				UserText
y Generated.				ummary was generated on December 2, 2018 11:17:21 Al USER ID IS :edp
- Interaction	CRM			190995809 - CLARIFY(
stem Text				UserText
		Action Need: Resolu Notes Create Create Caller	n: One And Don Caller Not Presution: Complete: : ed on: 2018-12-led by: Iv779a (V : JASON WILLI	ne esent/Caller Not Present/Caller Not Present ted Interaction and Call Ended -02 13:44:49.0
inge Equipment	CSM	g	19-889-7464	193460757 - BOB PMI
stem Text				UserText
)		device	being used on	odate - Device IMEI in Telegence was updated to match n our network. No plan change required THE WORKIN
		USER	ID IS :bobpmi	
I SUB SOC	SUB		1D IS :bobpmi 919-889-7464	193460757 - BOB PMI
	SUB		·	
I SUB SOC	SUB		·	193460757 - BOB PMI
I SUB SOC vstem Text	SUB	S	·	193460757 - BOB PMI
1	vice Sum Generate /stem Text y Generated. - Interaction /stem Text ange Equipment /stem Text	y Generated. - Interaction CRM ystem Text ange Equipment CSM	vice Sum Generate /stem Text y Generated. Custor ST . Ti - Interaction /stem Text ::CLAf Action Need: Resolu Notes: Create Create Caller: USER	vice Sum Generate /stem Text y Generated. Customer Service St ST . THE WORKING - Interaction /stem Text ::CLARIFY:: Interacti Action: One And Dor Need: Caller Not Pre Resolution: Complet Notes: Created on: 2018-12-Created by: Iv779a (Caller: JASON WILL USER ID IS: Iv779a ange Equipment CSM 919-208-3101 Customer Service St ST . THE WORKING

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	TYPE	Catego	ory Subscriber	Created By
12/02/2018 12:20:30	Add IMEI	SUB	919-889-7464	193460757 - BOB PMI
	System Text			UserText
MEI Added. IMEI: 3560 2/02/2018.	080097664348. Effective date:			
12/02/2018 12:20:29	Change Equipment rsn	SUB	919-889-7464	193460757 - BOB PMI
he IMEI has been cha	System Text anged by m03747.	<u> </u>	Network triggered IM	UserText IEI change. Customer is using a different device.
12/02/2018 12:20:27	Special Instructions	GEN		193461371 - OPUS - AF
	System Text			UserText
		C p	Customer has given	d himself with ID and passcode with manager. instructions that transactions can only be made in asscode verification THE WORKING USER ID IS :Brittan
12/02/2018 12:18:11	Create Charge	FINN	000-000-0000	190995803 - OPUS CSI
	System Text			UserText
30.00. Installments: N	NO COMMITMENT/UPGRADE F			
12/02/2018 12:18:09	CSM General System Text	CSM		193461371 - OPUS - AF UserText
			JSER ID IS :bc023v	
12/02/2018 12:17:29	CSM General	CSM		193461371 - OPUS - AF
	System Text			
	oyotan ton	Ē	Econsent accepted f	UserText or CSS THE WORKING USER ID IS :bc023v
12/02/2018 12:17:19	Upg Elg Check Result	SUB	Econsent accepted f	
12/02/2018 12:17:19			,	or CSS THE WORKING USER ID IS :bc023v
quipment Upgrade El	Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB :: None. S F	919-208-3101 Standard Upgrade: F Result:Not eligible. F	193461371 - OPUS - AF UserText desult:Eligible. deason:Unknown. Future Elig Date:None. degrade: Result:Eligible.
quipment Upgrade El ast Early Upg Date: N	Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB :: None. S F	919-208-3101 Standard Upgrade: F Result:Not eligible. F Phone Standard Upg	193461371 - OPUS - AF UserText desult:Eligible. deason:Unknown. Future Elig Date:None. degrade: Result:Eligible.
quipment Upgrade El ast Early Upg Date: N	Upg Elg Check Result System Text ligibility Check. Last Upg Date	SUB :: None.	919-208-3101 Standard Upgrade: F Result:Not eligible. F Phone Standard Upg nstallment upgrade:	193461371 - OPUS - AF UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. Grade: Result:Eligible. Result:Eligible.
quipment Upgrade El ast Early Upg Date: N	Upg Elg Check Result System Text ligibility Check. Last Upg Date lone. USC: COR. CSM General	SUB :: None. S F ii lu	919-208-3101 Standard Upgrade: F Result:Not eligible. F Phone Standard Upg nstallment upgrade:	193461371 - OPUS - AF UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible. 193461371 - OPUS - AF
quipment Upgrade El ast Early Upg Date: N 12/02/2018 12:07:21	Upg Elg Check Result System Text ligibility Check. Last Upg Date lone. USC: COR. CSM General	SUB :: None. S F ii lu	919-208-3101 Standard Upgrade: F Result:Not eligible. F Phone Standard Upg nstallment upgrade:	193461371 - OPUS - AF UserText desult:Eligible. deason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible. 193461371 - OPUS - AF UserText
	Upg Elg Check Result System Text ligibility Check. Last Upg Date Jone. USC: COR. CSM General System Text	SUB S: None. SF ii li CSM	919-208-3101 Standard Upgrade: Facsult:Not eligible. Februard Upgrade: Thomas Standard Upgrade: Econsent accepted for the standard standard upgrade:	193461371 - OPUS - AF UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible. 193461371 - OPUS - AF UserText Or CSS THE WORKING USER ID IS :bc023v

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12/02/2018 12:06:54 Replace SIM SUB \$19-889-7464 193461371 - OPUS - AF System Feet UserText Us	Creation Date	TYPE	Category	Subscriber	Created By
M 896140327795079584 vas changed to 00140327795869697, Date: 12022018 12:05:34 CPNI Notification	12/02/2018 12:06:54	Replace SIM	SUB	919-889-7464	193461371 - OPUS - AF
12/02/2018 12:05:34 CPN Notification BAN -		System Text			UserText
System Text	901410327156698496	7, Date: 12/02/2018, Amount: \$0	0.00,		
PNI Notification CPNI Notification: CTN-9:19887464 Account Number:534115196684 Notific Methods:SMS Originating System:ATLAS Event Type:AccountPasscodeModified On Control of Page 14, 2021 Notification of Page 14, 202	12/02/2018 12:05:34	CPNI Notification	BAN		190995749 - EDD API I
Methods:SMS Originating System:ATLAS Event Type:AccountPlasscoedModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2018-12-02 11:03:03:0 New Value: Name:JASON WILLIAMS RALEIGH Email:jasonwilliamseow@agmail.com Language:E Insert Datetime:2018-12-02 11:03:03:0 . THE WORKING USER ID IS :EDD 12/02/2018 12:02:44 Restore SUB System Text UserText UbserText UserText 12/02/2018 12:02:18 Change BAN Passcode BAN - 193461371 - OPUS - Af System Text 12/02/2018 12:02:18 Change BAN Passcode BAN - 193461371 - OPUS - Af UserText 12/02/2018 12:01:54 CSM General CSM - 193461371 - OPUS - Af UserText Manual Driver's License bypass selected because ID Will Not Scan-Swipe. Rep validated Aff JASON A WILLIAMS name on ID as Jason Williams by be2023v RSC and passcode validation is successful THE WOR USER ID IS :bc023v 12/02/2018 12:01:54 CSM General CSM - 193461371 - OPUS - Af UserText Customer accepted duration of visiticali . THE WORKING USER ID IS :bc023v 12/02/2018 12:01:29 CSM General CSM - 193461371 - OPUS - Af UserText Customer accepted duration of visiticali . THE WORKING USER ID IS :bc023v 12/02/2018 12:01:29 CSM General CSM - 193461371 - OPUS - Af UserText Rep bc023v RSC entered Customer Verification Screen . THE WORKING US ID IS :bc023v 12/02/2018 12:01:29 CSM General CSM - 193461371 - OPUS - Af UserText Rep bc023v RSC entered Customer Verification Screen . THE WORKING US ID IS :bc023v 12/02/2018 12:01:29 Upg Elg Check Result SUB 919-208-3101 199995803 - OPUS CSI UserText		System Text			UserText
System Text	CPNI Notification		Met Typ Old 11: Nev Em	thods:SMS Origin e:AccountPassco Value: Name:JAS 03:03.0 v Value: Name:JA ail:jasonwilliamse	nating System:ATLAS Event odeModified SON WILLIAMS Language:E Insert Datetime:2018-12-02 SON WILLIAMS RALEIGH eow@gmail.com Language:E Insert Datetime:2018-12-02
System Text	12/02/2018 12:02:44	Restore SUB	CTN	919-889-7464	193461371 - OPUS - AF
12/02/2018 12:01:54 CSM General CSM 193461371 - OPUS - Af System Text UserText					
System Text UserText	10/00/0010 10 00 10	Ohamus DAN Barrasida	DAN	7	4004C4074 OPUG AI
12/02/2018 12:01:54 CSM General CSM 193461371 - OPUS - AF	12/02/2018 12:02:18	J	BAN		193461371 - OPUS - Al
Manual Driver's License bypass selected because ID Will Not Scan/Swipe. Rep validated AH JASON A WILLIAMS name on ID as Jason Williams by bc023v RSC and passcode validation is successful THE WOR USER ID IS :bc023v 12/02/2018 12:01:54	12/02/2018 12:01:54	CSM General	CSM		193461371 - OPUS - AF
Scan/Swipe. Rep validated AH JASON A WILLIAMS name on ID as Jason Williams by bc023v RSC and passcode validation is successful THE WOR USER ID IS :bc023v 12/02/2018 12:01:54		System Text			UserText
System Text Customer accepted duration of visit/call . THE WORKING USER ID IS :bc023 12/02/2018 12:01:29			Sca Wil	n/Swipe. Rep vali liams by bc023v F	dated AH JASON A WILLIAMS name on ID as Jason
Customer accepted duration of visit/call . THE WORKING USER ID IS :bc023 12/02/2018 12:01:29	12/02/2018 12:01:54	CSM General	CSM		193461371 - OPUS - AF
12/02/2018 12:01:29		System Text			UserText
System Text Rep bc023v RSC entered Customer Verification Screen . THE WORKING US ID IS :bc023v 12/02/2018 12:01:27 Upg Elg Check Result SUB 919-208-3101 190995803 - OPUS CSI System Text UserText			Cus	stomer accepted o	duration of visit/call . THE WORKING USER ID IS :bc023v
Rep bc023v RSC entered Customer Verification Screen . THE WORKING US ID IS :bc023v 12/02/2018 12:01:27 Upg Elg Check Result SUB 919-208-3101 190995803 - OPUS CSI System Text UserText	12/02/2018 12:01:29	CSM General	CSM		193461371 - OPUS - AF
ID İS :bc023v		System Text			UserText
System Text UserText					ered Customer Verification Screen . THE WORKING USER
quipment Upgrade Eligibility Check. Last Upg Date: None. Standard Upgrade: Result:Eligible.	12/02/2018 12:01:27	Upg Elg Check Result	SUB	919-208-3101	190995803 - OPUS CSI
ast Early Upg Date: None. USC: PCA. iPhone Standard Upgrade: Result: Eligible.	12/02/2018 12:01:27][SUB	919-208-3101	

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	TYPE	Cate	go, y	Subscriber	
12/02/2018 12:01:27	Upg Elg Check Result	SUB		919-889-7464	190995803 - OPUS CSI
	System Text				UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: PCA.		SubseiPhon Subseinstal	criber is not act le Standard Upg criber is not act Iment upgrade:	esult:Not eligible. Reason:Subscriber is not active - ive. Future Elig Date:None. grade: Result:Not eligible. Reason:Subscriber is not acti ive. Future Elig Date:None. Result:Not eligible. Reason:Subscriber is not active - ive. Future Elig Date:None.
12/01/2018 19:59:24	CM - Commitment	CRM			190995809 - CLARIFY(
	System Text				UserText
CM - Commitment			ID: 12 Priori Statu: Due D Notes SIMC: Comp	ARD for the line pletion Reason:	3:00:00 PM ILLIAM ci & verified*cci WANTED TO ACTIVATE A N ENDING#7464*but the cx GOT DISCONNECTED. called back but unable to reach back.; Resolution: Unab or Policy Date Complete: 12/2/2018 8:59:17 AM . THE
12/01/2018 18:18:19	CM - Interaction	CRM			190995809 - CLARIFYC
0.,,_0.0.10.10.10	System Text	J. 1171			UserText
			Resol Notes -he w -susp sim	ution: Replace c: -Cx said that santed to change ended the servi check Cx with valso to report w	Update/Replace SIM: Technical/Troubleshooting someone swap his sim so that he will have no service e sim at the device ice>>prompted Cx to go to the store to change the alid IDs just to make sure he is the account owner hat happened
12/01/2018 18:12:47	Suspend SUB	CTN		919-889-7464	205047229 - KEN SALA
	System Text			35 - 16 1	UserText
Subscriber Suspender Customer is Cutting B	d. effective 12/01/2018. Reason:		Cxrec	ļ.	
12/01/2018 18:06:20	Upg Elg Check Result	SUB		919-889-7464	190995809 - CLARIFYC
	System Text			lard Upgrade: R	UserText lesult:Eligible. leason:Unknown. Future Elig Date:None.
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		iPhon	e Standard Upg	rade: Result:Eligible. Result:Eligible.
		SUB	iPhon Instal	e Standard Upg	grade: Result:Eligible. Result:Eligible.
3/13/2015. Last Early	Upg Date: None. USC: CFY.	SUB	iPhon Instal	e Standard Upg Iment upgrade:	grade: Result:Eligible.

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	TYPE	Cate	gory Subscriber	Created By
12/01/2018 17:00:21	CM - Interaction	CRM		190995809 - CLARIFY(
	System Text			UserText
CM - Interaction			Troubleshooting/SIM Resolution: Replace Notes: cust. calling Created on: 2018-12 Created by: mv177q Caller: JASON WILL	ne vices Help and Troubleshooting/SIM/IMEI Help and // Update/Replace · SIM: Cross Upgrade to activate a phone. -01 17:00:11.0
12/01/2018 16:55:46	Expire SUB SOC	SUB	919-889-7464	209034195 - MARCUS
	System Text			UserText
Subscriber level SOC date: 12/01/2018.	expired. SOC: 21APL. Expiration			
12/01/2018 16:55:46	Expire IMEI	SUB	919-889-7464	209034195 - MARCUS
	System Text			UserText
12/01/2018.				
12/01/2018 16:55:46	Add IMEI	SUB	919-889-7464	209034195 - MARCUS
MEI Added. IMEI: 355 2/01/2018.	System Text 400085974809. Effective date:			UserText
12/01/2018 16:55:45	Change Equipment rsn	SUB	919-889-7464	209034195 - MARCUS
	System Text			UserText
The IMEI has been cha	anged by mv177q.		Customer owned eq	uipment
			919-889-7464	209034195 - MARCUS
12/01/2018 16:54:11	Replace SIM	SUB	313-003-7404	209034193 - IVIANCUS
12/01/2018 16:54:11	Replace SIM System Text	SUB	313-003-7404	UserText
SIM 890141032794422 8901410327915075954	System Text 73588 was changed to 7, Date: 12/1/2018, Amount: 0,	SUB	513-003-1404	
GIM 890141032794422 901410327915075954	System Text 73588 was changed to 7, Date: 12/1/2018, Amount: 0,	SUB	919-889-7464	
SIM 890141032794422 3901410327915075954 Reason: Replace w/C0	System Text 73588 was changed to 7, Date: 12/1/2018, Amount: 0, DAM Device.			UserText

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Creation Date	TYPE	Cate	gory	Subscriber		Created By	
12/01/2018 16:45:56	CM - Interaction	CRM			19	0995809 - CLARIFY	(
CM - Interaction	System Text		Action Need Resol Notes cant in discol Creat Creat Callei	lution: Call Disc s: 100% FRAUD received PIN va nnected the cal ed on: 2018-12- ed by: r1849g (E	ne chas conn . Jas lidat II. -01 1 Beroi IAMS	ected son wants to activat ion and he doesnt v 6:45:46.0 n, Rodrigo) 5;Owner;919 889-74	indes and Orders/SIM Order e a SIM in his line but he says he want go to the store and 64;Verified with Passcode; . THE
12/01/2018 16:39:03	Upg Elg Check Result	SUB		919-889-7464	19	0995809 - CLARIFY	Ç
	System Text					UserTex	rt
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Resul iPhor		Reas grad	on:Unknown. Futur e: Result:Eligible.	e Elig Date:None.
11/30/2018 23:57:42	CM - Interaction	CRM			19	0995809 - CLARIFY	(
	System Text					UserTex	t en
			Creat Creat Calle WOR	ed on: 2018-11- ed by: rf878t (F	30 2 uent IAMS IS :r	es, Rachelle) 6;Owner;919 889-74 f878t	64;Verified with Passcode; . THE
11/30/2018 23:57:12	CM - Commitment	CRM			19	0995809 - CLARIFY	C
	System Text					UserTex	rt
CM - Commitment			ID: 12 Creat Creat Caller Priori Statu Due I Notes valida	s: got a new sim	-30 2 uent IAM\$ 5 07: n / cx	3:57:02.0 es, Rachelle) 6 00:00 America/New c wants to update the	_York le iccid / cx refused to do the pin ur//cx intentional disconnect THI
11/30/2018 23:39:18	CM - Interaction	CRM			19	0995809 - CLARIFY	
	System Text					UserTex	t
CM - Interaction			Action Need Trouk Notes *cci V *but t Creat Creat Caller	oleshooting/SIN s: *cx JASON W VANTED TO AC he cx GOT DISO ed on: 2018-11- ed by: mb935r (i; ID: ices I Upe ILLI TIVA CON 30 2 (Bor IAMS	Help and Troublest date/Replace AM ci & verified ATE A NEW SIMCAR NECTED 3:39:08.0 abo, Merwyn) 5;Owner;919 889-74	nooting/SIM/IMEI Help and ID for the line ENDING#7464 64;Verified with Passcode; . THE

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11/30/2018 23:39:08	CM - Commitment	CRM	190995809 - CLARIFY(
	System Text		UserText
CM - Commitment			::CLARIFY:: Commitment ID: 1247301632 Created on: 2018-11-30 23:39:01.0 Created by: mb935r (Borabo, Merwyn) Caller: JASON WILLIAMS Priority: Normal Status: In Progress Due Date: 2018-12-05 07:00:00 America/New_York Notes: *cx JASON WILLIAM ci & Disconnected & Common Comment of the line ENDING#7464*but the cx GOT DISCONNECTED THE WORKING USER ID IS: mb935r
11/30/2018 23:32:16	Upg Elg Check Result	SUB	919-889-7464 190995809 - CLARIFY(
	System Text		UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
11/30/2018 23:29:18	CM - Interaction	CRM	190995809 - CLARIFY(
	System Text		UserText
			Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Unable to complete per VID or Policy Notes: !!!!!POSSIBLE FRAUD!!!! !!!DONT MAKE ANY CHANGES ON THE ACCOUNT!!!!! want to activate the sim card ask the information for the device and the s card INFORM IM GOING TO DO PIN VAL CX HANG UP RIGHT AWAY DO MAKE ANY CHANGES ON THE ACCOUNT Created on: 2018-11-30 23:29:11.0
11/30/2018 23:22:29	CM - Interaction	CRM	190995809 - CLARIFY(
	System Text		UserText
CM - Interaction			::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Unable to complete per VID or Policy Notes: want to activate the sim - cannot pin validate. Created on: 2018-11-30 23:22:20.0 Created by: ab7582 (Baradia, Gelo) Caller: JASON WILLIAMS;Owner;919 889-7464;Verified with Passcode; . THE WORKING USER ID IS :ab7582
11/30/2018 23:20:53	Upg Elg Check Result	SUB	919-889-7464 190995809 - CLARIFY(
	System Text		UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.

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11/30/2018 23:19:48	CM - Interaction	CRM		190995809 - CLARIFY(
	System Text			UserText
CM - Interaction			Troubleshooting/S Resolution: Call D Notes: cx ci to acti made!!!!! account investigate further Created on: 2018-1 Created by: pj9625	Oone Prvices Help and Troubleshooting/SIM/IMEI Help and SIM Update/Replace Isconnected Ivate a new sim possible fraud on tha ccount no changes was verrified by caller through passcode before change pleas 11-30 23:19:47.0
11/30/2018 23:19:37	Special Instructions	GEN		190995730 - WEST INT
	System Text		-	UserText
				d IVR VID with SSN TimeStamp: 20181130 231745 - JASON WORKING USER ID IS :west
11/30/2018 23:16:20	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
	System Text			UserText
11/30/2018 23:15:22	Special Instructions	GEN	iPhone Standard Unstallment upgrad	Jpgrade: Result:Eligible. de: Result:Eligible. 190995730 - WEST INT
11/00/2010 20:10:22	System Text	GEN		UserText
	Gystem Text			d IVR VID with SSN TimeStamp: 20181130 231330 - JASON WORKING USER ID IS :west
11/30/2018 23:14:44	Upg Elg Check Result	SUB	919-889-7464	190995809 - CLARIFY(
	System Text			UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.			e. Reason:Unknown. Future Elig Date:None. Jpgrade: Result:Eligible.
11/30/2018 23:04:46	CM - Interaction	CRM		190995809 - CLARIFYO
	System Text			UserText
CM - Interaction			Troubleshooting/S	one ervices Help and Troubleshooting/SIM/IMEI Help and SIM Update/Replace ce SIM: Technical/Troubleshooting aud

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Creation Date	TYPE		egory	Subscriber	Created By
11/30/2018 22:54:26	CM - Interaction	CRM		-	190995809 - CLARIFY(
CM - Interaction	System Text		Action: Need: D Trouble Resolut Notes: c cx cann cx disco Created Created	shooting/SIM ion: Call Disc ex wants to u ot verify acct onnected on: 2018-11- by: Ir4220 (F	ne ices Help and Troubleshooting/SIM/IMEI Help and I Update/Replace connected pdate sim info 30 22:54:15.0 Roberts, Lindon)
				NG USER ID I	AMS;Owner;919 889-7464;Verified with Passcode; . THE S :Ir4220
11/30/2018 22:47:03	Upg Elg Check Result	SUB	91	9-889-7464	190995809 - CLARIFY(
	System Text				UserText
Equipment Upgrade El 03/13/2015. Last Early	igibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Result:	Not eligible. F Standard Upg	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
11/30/2018 22:46:22	Upg Elg Check Result	SUB	91	9-889-7464	190995809 - CLARIFY(
	System Text				UserText
	igibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Result:I	Not eligible. F Standard Upg	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
11/30/2018 22:46:04	Special Instructions	GEN		-	190995730 - WEST INT
					VR VID with SSN TimeStamp: 20181130 224420 - JASON DRKING USER ID IS :west
11/30/2018 22:29:10	Upg Elg Check Result	SUB	91	9-889-7464	190995809 - CLARIFY(
	System Text				UserText
	igibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Result:I	Not eligible. F Standard Upg	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
11/30/2018 22:26:10	CM - Interaction	CRM		-	190995809 - CLARIFY(
	System Text				UserText
CM - Interaction			Action: Need: S Notes: 0 bought Created Created Caller: 0	cust called in cust was adv on: 2018-11- by: dg922n (Call chase/Activations or Add a Line/Activate Device to activate a SIM he got from an second hand device he rised to visit a local store for further assistance 30 22:26:03.0 (Gonzalez, David) (AMS;Owner;919 889-7464;Verified with Passcode; . THE
11/30/2018 22:22:29	Upg Elg Check Result	SUB	91	9-889-7464	190995809 - CLARIFY(
	System Text				UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Result:	Not eligible. F Standard Upg	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. Result:Eligible.

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Creation Date	TYPE	Cate	gory Subs	criber	Created By
11/30/2018 13:24:42	Upgrade Elig Check	SUB	919-889-	7464 1	193461238 - OPUS TW
	System Text				UserText
	igibility check. Result: Eligible. La 115. Future eligibility date: None. N		Reason: Eligil	ble	
11/30/2018 13:24:38	Upgrade Elig Check	SUB	919-208-	3101 1	193461238 - OPUS TW
	System Text igibility check. Result: Eligible. La uture eligibility date: None. Notify		Reason: Eligil	ble	UserText
11/30/2018 13:22:43	CM - Interaction	CRM		1	190995809 - CLARIFYC
	System Text				UserText
CM - Interaction			NewCpni :: No UpdateStamp RepCuid :: th	:: DOC co :: Denied o, consent :: Fri Nov 765j	
11/30/2018 13:22:37	CM - Interaction	CRM		1	90995809 - CLARIFY(
	System Text				UserText
			Permanent Co interaction on Action: Trans	onsent, Ne Ily,Fri Nov ferred Call Vireless S	upport and Information/Privacy and Fraud/Privacy and
11/30/2018 13:22:33	DOC/DOV Decline	BAN	000-000-	0000 1	190995809 - CLARIFYC
11/00/2010 10:22:00	System Text	DAIL	000 000	0000	UserText
Consent denied for thi	•				
11/30/2018 13:17:25	CM - Interaction	CRM		1	190995809 - CLARIFY(
	System Text				UserText
CM - Interaction			Resolution: A Notes: Jason into core store Created on: 20 Created by: di	and Done nd Purcha ssisted wi is wanting e. 018-11-30 f892v (Fell	ase/Activations or Add a Line/Activate Device ith New Activation g to activate a new sim card. Could not vid and will go 13:17:20.0
11/30/2018 13:16:49	Upg Elg Check Result	SUB	919-889-	7464 1	190995809 - CLARIFY(
	System Text				UserText
	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.			gible. Rea ard Upgra	sult:Eligible. sson:Unknown. Future Elig Date:None. de: Result:Eligible.

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Creation Date	TYPE	Cate	egory	Subscriber	Created By	
11/30/2018 13:15:15	Generate PIN	CSM			190995809 - CLARIFY(
	System Text				UserText	
PIN Generation has been requested on 11-30-2018:13:15:14 by df892v. Delivery method: Email. Delivery Destination: J.WILLIAMS@FASTMED.COM.			PIN Generation has been requested on 2018-11-30T13:15:14Z by true df892v. Delivery method: Email. Delivery Destination: J.WILLIAMS@FASTMED.COM. THE WORKING USER ID IS: ClarifyCM			
11/30/2018 13:08:51	CM - Interaction	CRM			190995809 - CLARIFYO	
	System Text				UserText	
CM - Interaction			Action Need Trou Reson Note - can we can Crea	bleshooting/SIM blution: Unable to s: - wants to sw 't verify accoun an swap the sin ted on: 2018-11 ted by: sk599a (ne rices Help and Troubleshooting/SIM/IMEI Help and I Update/Replace to complete per VID or Policy ap sim t, advised to bring the phone to the store, bring a valid ID so o customer disconnected	
11/30/2018 13:07:49	Upg Elg Check Result	SUB		919-208-3101	193461238 - OPUS TW	
	System Text	-		0.00 =000 0.00	UserText	
Equipment Upgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date: Nor	ie.	Resu iPho	ne Standard Up	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.	
11/30/2018 13:07:48	CSM General	CSM			193461238 - OPUS TW	
	System Text				UserText	
44/00/0040 40-00-00	The Str Oberts Provide	OUD		. THE WORKING	ia Unverified Flow by th765j Call Center Unified G USER ID IS :th765j	
11/30/2018 13:06:02	Upg Elg Check Result	SUB		919-889-7464	190995803 - OPUS CSI UserText	
	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: PCA.			dard Upgrade: F ne Standard Up		
11/30/2018 13:06:02	Upg Elg Check Result	SUB		919-208-3101	190995803 - OPUS CSI	
	System Text				UserText	
Equipment Upgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date: Nor lone. USC: PCA.	ne.		dard Upgrade: F ne Standard Up	Result:Eligible. grade: Result:Eligible.	
11/30/2018 13:05:53	Upg Elg Check Result	SUB		919-889-7464	190995809 - CLARIFYC	
	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Resu iPho	ne Standard Up	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.	
11/30/2018 13:05:30	Upg Elg Check Result	SUB		919-889-7464	190995809 - CLARIFYC	
	System Text		0-		UserText	
Equipment Upgrade El 03/13/2015. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Resu iPho	ne Standard Up	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.	

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Creation Date	TYPE	Cate	egory	Subscriber	Created By
11/16/2018 08:01:06	Voice Usage Alert	CSM		919-889-7464	190995836 - BOBPM C
	System Text				UserText
oice Usage Notificati	on sent		unbi back	lled voice usg a dated to the beq	lled intl dialing voice usg in excess of \$100. Pls review nd educate on related charges. Any changes should be ginning of the current bill cycle. Refer to Voice Usage details THE WORKING USER ID IS :BOBPM
11/12/2018 08:21:23	EDD_Acc_Level_Note	BAN			190995749 - EDD API I
	System Text				UserText
				il payment recei R ID IS :EDD	pt sent to: jasonwilliamseow@gmail.com . THE WORKING
11/12/2018 08:21:21	Payment Received	FINN			193461372 - REALTIME
	System Text				UserText
	yment deposit date: 11/12/2018. hod: CC. Source: AUTPAY		EPA	Y	
11/06/2018 15:43:10	CPNI Notification	BAN			190995749 - EDD API I
	System Text				UserText
CPNI Notification					TN:null Account Number:534115196684 Notification inating System:ATLAS Event Type:SecurityLevelModified
11/00/0010 10:01:10	Travel Occasion	OFN	Ema 10:2	il:jasonwilliams 6:25.0 . THE WO	ASON WILLIAMS RALEIGH eow@gmail.com Language:E Insert Datetime:2018-11-06 RKING USER ID IS :EDD
11/06/2018 13:31:18	Fraud General System Text	GEN		919-889-7464	30034125 - GIA BEVAC UserText
			**Ge DO N Sour CTN BAN Call Reas Rece Actio	ce: Inbound Cal : : 534115196684 Received From: sons: eived USH ticket on Taken: stated lines	DTES WITH CALLER II JASON A. WILLIAMS back to activated sim card ack to the customer's sim card
11/06/2018 13:29:30	Replace SIM	SUB		919-889-7464	30034125 - GIA BEVAC
	System Text			- 70 000 7 101	UserText
	07957 was changed to 8, Date: 11/6/2018, Amount: 0,				
11/06/2018 13:27:12	Restore SUB	CTN		919-889-7464	30034125 - GIA BEVAC
	System Text				UserText
Subscriber Restored e Customer Request.	effective 11/06/2018. Reason:				

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Creation Date	TYPE	Category	Subscriber	Created By	
11/06/2018 11:26:22	Change Security Lvl	BAN	919-889-7464	30034125 - GIA BEVAC	
	System Text			UserText	
Passcode security level EXTRA. User ID a_csm	I was changed from STANDARD to)			

11/06/2018 11:25:29	FRAUD RESEARCH	DIAL	919-889-7464	30034125 - GIA BEVAC
	System Text			UserText
	•		**Fraud Department** Account Hijacked DefiniteFraud DO NOT REVIEW NOTE Source: Inbound call PFG/DESC: Case #: 2018-11-06/436 CTN: BAN: 534115196684 Call Received From: JA Password: Yes, custon Made account whole Reasons: Customer called to say verified and answered sim card changed on a last night no usage on sim Action Taken: -Suspended service -Deemed Hijack Fraud	ASON A. WILLIAMS ner added password v line is not working OOW
			Gia Bevacqua /GFMO	
11/06/2018 11:19:00	Special Instructions	GEN		30034125 - GIA BEVAC
	System Text			UserText
				T DO NOT REMOVE** s victim of Account Takeover on 11/05/18. Please use account changes/placing order.
11/06/2018 11:16:04	Suspend SUB	CTN	919-889-7464	30034125 - GIA BEVAC
	System Text			UserText
Subscriber Suspended	d. effective 11/06/2018. Reason: Ot	ther.		

11/06/2018 11:16:00	CPNI Notification	BAN		190995749 - EDD API I
	System Text			UserText
CPNI Notification		Met Typ Old Nev	thods:SMS Origin e:SubscriberEmai l Value: Language	N:9198897464 Account Number:534115196684 Notification ating System:ATLAS Event ilAddressAdded e:E Insert Datetime:2018-11-06 10:13:50.0 e:E Insert Datetime:2018-11-06 10:13:50.0 . THE WORKING
11/06/2018 11:15:59	CPNI Notification	BAN		190995749 - EDD API I
11/06/2018 11:15:59	CPNI Notification System Text	BAN		190995749 - EDD API I UserText

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Creation Date	TYPE	Cate	egory	Subscriber	Created By
11/06/2018 11:15:33	CPNI Notification	BAN			190995749 - EDD API I
	System Text				UserText
CPNI Notification			Meth Type Old ' Lang New Ema	nods:SMS Origin e:AccountEmailA Value: Name:JA: guage:E Insert D Value: Name:JA il:jasonwilliamse	TN:9198897464 Account Number:534115196684 Notificatio nating System:ATLAS Event AddressModified SON WILLIAMS Email:J.WILLIAMS@FASTMED.COM natetime:2018-11-06 10:12:17.0 ASON WILLIAMS RALEIGH eow@gmail.com Language:E Insert Datetime:2018-11-06
11/06/2018 11:15:21	CPNI Notification	BAN			190995749 - EDD API I
	System Text				UserText
CPNI Notification			Meth Type Old 1 10:1 New Ema	nods:SMS Origin e:AccountPassco Value: Name:JA: 1:22.0 Value: Name:JA il:J.WILLIAMS@	TN:9198897464 Account Number:534115196684 Notificationating System:ATLAS EventodeModified SON WILLIAMS Language:E Insert Datetime:2018-11-06 ASON WILLIAMS RALEIGH PASTMED.COM Language:E Insert Datetime:2018-11-06 RKING USER ID IS:EDD
11/06/2018 11:12:16	Email Verify Req	BAN			190995749 - EDD API I
	System Text				UserText
Billing email address value customer.	verification request has been sent	to		ng email address RKING USER ID I	s verification request has been sent to the customer THE IS :EDD
11/06/2018 11:12:12	Change Billing email	BAN			30034125 - GIA BEVAC
	System Text				UserText
Ban email address cha	anged.			Email Address: LLIAMS@FASTN	MED.COM
11/06/2018 11:12:12	Email Verify Req	BAN			30034125 - GIA BEVAC
	System Text				UserText
Billing email address value customer.	verification request has been sent	to			
11/06/2018 11:11:17	Change BAN Passcode	BAN			30034125 - GIA BEVAC
	System Text				UserText
Passcode changed.					
11/05/2018 18:12:15	Upg Elg Check Result	SUB		919-208-3101	193461371 - OPUS - AF
	System Text				UserText
Equipment Upgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date: No lone. USC: BBI.	one.	Resu iPho	ne Standard Up	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
11/05/2018 18:11:44	Upg Elg Check Result	SUB		919-208-3101	193461371 - OPUS - AF
	System Text				UserText
Equipment Upgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date: No lone. USC: BBI.	one.	Resu iPho	ne Standard Up	Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
11/05/2018 18:11:41	Replace SIM	SUB		919-889-7464	193461371 - OPUS - AF
	System Text				UserText
	73588 was changed to 7, Date: 11/05/2018, Amount: \$0.00 //ER REQUEST.	,			
11/05/2018 18:11:35	CSM General	CSM			193461371 - OPUS - AF
	System Text				UserText
					PIN for SimCardChange because Initial PIN not was validated THE WORKING USER ID IS :sd732f
11/05/2018 18:09:48	CSM General	сѕм			193461371 - OPUS - AF
	System Text				UserText
				omer provided c RKING USER ID I	onsent to swipe/scan DL when asked by rep . THE S :sd732f
11/05/2018 18:09:12	CSM General	CSM			193461371 - OPUS - AF
	System Text				UserText
			WOF	RKING USER ID I	5 :S0/321
11/05/2018 18:09:09	Upg Elg Check Result	SUB		919-889-7464	190995803 - OPUS CSI
	ligibility Check. Last Upg Date: Upg Date: None. USC: PCA.			dard Upgrade: R ne Standard Upg	grade: Result:Eligible.
11/05/2018 18:09:09	Upg Elg Check Result	SUB		919-208-3101	190995803 - OPUS CSI
	System Text				UserText
quipment Upgrade E ast Early Upg Date: N	ligibility Check. Last Upg Date: Nor Ione. USC: PCA.	ne.		dard Upgrade: R ne Standard Upg	esult:Eligible. grade: Result:Eligible.
11/05/2018 15:18:12	Domestic Data Notice	CSM		919-889-7464	190995757 - DUCS CS
	System Text				UserText
Oomestic Data Usage	Notification sent		100% adde	6 of its 1GB data ed. Review unbil	Cust notified that Mobile Share Grp G9230838 has used ovg allowance. Additional 1GB has been automatically led data and educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
11/04/2018 22:16:59	Domestic Data Notice	CSM		919-889-7464	190995757 - DUCS CS
	System Text				UserText
Oomestic Data Usage	Notification sent		1GB allov	data ovg allowar vance is depleted	st notified that Mobile Share Grp G9230838 has used 75% once. Additional 1GB will be automatically added when d. Review unbilled data & educate on alternative plans avai
11/02/2018 13:10:56	CSM General	CSM		919-889-7464	190995742 - ROAMER
	System Text		char		UserText customer roaming in JAM notifying that international red to att.com/global or att.com/intl THE WORKING USER

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Creation Date				
11/01/2018 12:10:21	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CS
	System Text			UserText
Domestic Data Usage	Notification sent	10 R	00% of its data plar Review unbilled data	Customer notified that Mobile Share Grp G9230838 has use n allowance. Additional data has been automatically added. n and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler
10/29/2018 18:31:08	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CS
	System Text		_	UserText
Domestic Data Usage	Notification sent	it:	ts data allowance. A s depleted. Review	ust notified that Mobile Share Grp G9230838 has used 90% of additional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to HE WORKING USER ID IS: Enabler
10/26/2018 11:22:41	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI
	System Text		_	UserText
Domestic Data Usage	Notification sent	it: is	ts data allowance. A s depleted. Review	ist notified that Mobile Share Grp G9230838 has used 75% oldditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS: Enabler
10/12/2018 09:08:27	EDD_Acc_Level_Note	BAN		190995749 - EDD API I
	System Text			UserText
			Email payment recei D IS :EDD	pt sent to: j.williams@fastmed.com . THE WORKING USER
10/12/2018 09:08:25	Payment Received	FINN		193461372 - REALTIME
Payment received. Pa	Payment Received System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY		 EPAY	193461372 - REALTIME UserText
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text	B. E	919-889-7464 Data Overage Alert: 00% of its data plar	UserText 190995757 - DUCS CS UserText Customer notified that Mobile Share Grp G9230838 has use a allowance. Additional data has been automatically added.
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text	B. E	919-889-7464 Data Overage Alert: 00% of its data plan Review unbilled data	UserText 190995757 - DUCS CS UserText Customer notified that Mobile Share Grp G9230838 has use
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent	B. E	919-889-7464 Data Overage Alert: 00% of its data plan Review unbilled data	UserText 190995757 - DUCS CSI UserText Customer notified that Mobile Share Grp G9230838 has use a allowance. Additional data has been automatically added. a and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 190995757 - DUCS CS
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01 Domestic Data Usage	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent	B. E	919-889-7464 Data Overage Alert: 00% of its data plar Review unbilled data 145071 THE WOR	UserText 190995757 - DUCS CS UserText Customer notified that Mobile Share Grp G9230838 has use a allowance. Additional data has been automatically added. a and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01 Domestic Data Usage 10/01/2018 19:01:42	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text	CSM CSM CSM CSM CSM	919-889-7464 Data Overage Alert: 00% of its data plan Review unbilled data 145071 THE WOR 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review	UserText 190995757 - DUCS CS UserText Customer notified that Mobile Share Grp G9230838 has use a allowance. Additional data has been automatically added. a and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 190995757 - DUCS CS UserText
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01 Domestic Data Usage 10/01/2018 19:01:42	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text	CSM CSM CSM CSM CSM	919-889-7464 Data Overage Alert: 00% of its data plan Review unbilled data 145071 THE WOR 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review	UserText 190995757 - DUCS CSI UserText Customer notified that Mobile Share Grp G9230838 has used a allowance. Additional data has been automatically added. As and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 190995757 - DUCS CSI UserText Ist notified that Mobile Share Grp G9230838 has used 90% of additional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01 Domestic Data Usage 10/01/2018 19:01:42 Domestic Data Usage	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text Notification sent	CSM CSM CSM CSM D It is m	919-889-7464 Data Overage Alert: 00% of its data plar Review unbilled data 145071 THE WOR 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review nyCSP *145071 The	UserText UserText Customer notified that Mobile Share Grp G9230838 has use a allowance. Additional data has been automatically added. a and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 190995757 - DUCS CS UserText UserText Ist notified that Mobile Share Grp G9230838 has used 90% odditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to the WORKING USER ID IS :Enabler
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01 Domestic Data Usage 10/01/2018 19:01:42 Domestic Data Usage	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text Notification sent Domestic Data Notice System Text System Text System Text System Text System Text System Text	CSM CSM CSM CSM CSM CSM	919-889-7464 Data Overage Alert: 00% of its data plar Review unbilled data 145071 THE WOR 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review nyCSP *145071 The 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review of the control of	UserText UserText UserText Customer notified that Mobile Share Grp G9230838 has use a allowance. Additional data has been automatically added. a and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 190995757 - DUCS CS UserText ust notified that Mobile Share Grp G9230838 has used 90% odditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS :Enabler 190995757 - DUCS CS UserText
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01 Domestic Data Usage 10/01/2018 19:01:42 Domestic Data Usage	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text Notification sent Domestic Data Notice System Text System Text System Text System Text System Text System Text	CSM CSM CSM CSM CSM CSM	919-889-7464 Data Overage Alert: 00% of its data plar Review unbilled data 145071 THE WOR 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review nyCSP *145071 The 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review of the control of	UserText Customer notified that Mobile Share Grp G9230838 has used allowance. Additional data has been automatically added. a and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 90% of additional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS :Enabler 190995757 - DUCS CS UserText Ist notified that Mobile Share Grp G9230838 has used 75% of additional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to
Payment received. Pa Amount: \$205.18. Met 10/04/2018 09:00:01 Domestic Data Usage 10/01/2018 19:01:42 Domestic Data Usage 09/26/2018 07:56:21 Domestic Data Usage	System Text yment deposit date: 10/12/2018 hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text Notification sent Domestic Data Notice System Text Notification sent	CSM CSM CSM CSM CSM CSM CSM	919-889-7464 Data Overage Alert: 00% of its data plar Review unbilled data 145071 THE WOR 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review nyCSP *145071 THE 919-889-7464 Data Usage Alert: Cuts data allowance. As depleted. Review nyCSP *145071 The	UserText Customer notified that Mobile Share Grp G9230838 has used a lallowance. Additional data has been automatically added. A land educate on alternative plans avail. Refer to myCSP KING USER ID IS: Enabler 190995757 - DUCS CS UserText User Text

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09/12/2018 08:07:54	Payment Received	FINN		193461372 - REALTIME
	System Text			UserText
	ment deposit date: 09/12/2018. nod: CC. Source: AUTPAY		EPAY	
09/05/2018 23:53:44	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI
	System Text			UserText
Domestic Data Usage	Notification sent		100% of its data plan Review unbilled data	Customer notified that Mobile Share Grp G9230838 has used allowance. Additional data has been automatically added. and educate on alternative plans avail. Refer to myCSP KING USER ID IS: Enabler
09/04/2018 15:32:47	Domestic Data Notice	сѕм	919-889-7464	190995757 - DUCS CS
	System Text			UserText
Domestic Data Usage	Notification sent		its data allowance. A is depleted. Review (st notified that Mobile Share Grp G9230838 has used 90% o dditional data will be automatically added when allowance inbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
08/30/2018 14:55:03	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CS
	System Text			UserText
Domestic Data Usage	Notification sent		its data allowance. A is depleted. Review (st notified that Mobile Share Grp G9230838 has used 75% o dditional data will be automatically added when allowance inbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
08/29/2018 05:54:32	CSM General	CSM	919-889-7464	190995742 - ROAMER
	System Text			UserText
				customer roaming in GBR notifying that international red to att.com/global or att.com/intl THE WORKING USER
08/26/2018 01:11:25	CSM General	CSM	919-889-7464	190995742 - ROAMER
	System Text			UserText
				customer roaming in NLD notifying that international red to att.com/global or att.com/intl THE WORKING USER
08/11/2018 07:07:59	EDD_Acc_Level_Note	BAN		190995749 - EDD API I
	System Text			UserText
			Email payment receil ID IS :EDD	ot sent to: j.williams@fastmed.com . THE WORKING USER
08/11/2018 07:07:57	Payment Received	FINN		193461372 - REALTIME
	System Text			UserText
	ment deposit date: 08/11/2018. nod: CC. Source: AUTPAY		EPAY	
07/31/2018 07:35:02	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CS
	System Text			UserText
Domestic Data Usage	•		its data allowance. A is depleted. Review (st notified that Mobile Share Grp G9230838 has used 75% or dditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler

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Creation Date	TYPE	Categ	ory Subscriber	Created By	
07/27/2018 12:55:48	CSM General	CSM	919-889-7464	190995742 - ROAMER	
	System Text			UserText	
		c		customer roaming in TCA notifying that international red to att.com/global or att.com/intl THE WORKING	USEF
07/11/2018 08:06:15	EDD_Acc_Level_Note	BAN		190995749 - EDD API I	
	System Text			UserText	
			Email payment receip D IS :EDD	ot sent to: j.williams@fastmed.com . THE WORKING (JSER
07/11/2018 08:06:12	Payment Received	FINN		193461372 - REALTIME	
	System Text			UserText	
	ment deposit date: 07/11/2018. nod: CC. Source: AUTPAY		EPAY		
07/04/2018 09:25:23	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI	
	System Text			UserText	
Domestic Data Usage	Notification sent	1	00% of its data plan Review unbilled data	Customer notified that Mobile Share Grp G9230838 has allowance. Additional data has been automatically ad and educate on alternative plans avail. Refer to myCS KING USER ID IS :Enabler	ded.
06/30/2018 16:34:16	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI	
	System Text			UserText	
Domestic Data Usage	Notification sent	I :	ts data allowance. Α s depleted. Review ι	st notified that Mobile Share Grp G9230838 has used sidditional data will be automatically added when allowed by the state of the state	ance
06/26/2018 05:27:33	Domestic Data Notice	CSM	919-889-7464	190995757 - DUCS CSI	
	System Text			UserText	
Domestic Data Usage	Notification sent	i i	ts data allowance. Α s depleted. Review ι	st notified that Mobile Share Grp G9230838 has used dditional data will be automatically added when allowanbilled data & educate on alternative plans avail. Refe	ance
06/22/2018 17:41:54	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION	
				UserText	
	System Text			OSELIEX	
Equipment Upgrade E	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III.	\$	Standard Upgrade: R		
quipment Upgrade E	ligibility Check. Last Upg Date:	SUB	Standard Upgrade: R 919-889-7464		
Equipment Upgrade E 3/13/2015. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: III.			esult:Eligible.	
Equipment Upgrade E 3/13/2015. Last Early 06/22/2018 13:25:30 Equipment Upgrade E	ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result	SUB		190995755 - ASURION UserText	
Equipment Upgrade E 3/13/2015. Last Early 06/22/2018 13:25:30 Equipment Upgrade E	ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result System Text ligibility Check. Last Upg Date:	SUB	919-889-7464	190995755 - ASURION UserText	
Equipment Upgrade E 3/13/2015. Last Early 06/22/2018 13:25:30 Equipment Upgrade E 3/13/2015. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III.	SUB	919-889-7464 Standard Upgrade: R	190995755 - ASURION UserText esult:Eligible.	

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	TYPE	Cate	gory Subscriber	Created By
06/22/2018 13:09:02	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION
	System Text			UserText
Equipment Upgrade E)3/13/2015. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: III.		Standard Upgrade: F	
06/22/2018 09:45:08	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION
	System Text			UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: III.		Standard Upgrade: F	tesult:Eligible.
06/21/2018 23:12:41	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION
	System Text			UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: III.		Standard Upgrade: F	Result:Eligible.
06/21/2018 15:08:59	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION
	System Text			UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: III.		Standard Upgrade: F	lesuit.Engible.
06/21/2018 15:00:03	Upg Elg Check Result	SUB	919-889-7464	190995755 - ASURION
	System Text			UserText
=	Callette Obsesta Last Harr Dates		01	\\(\mathred{\text{P}} \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \
Equipment Upgrade E 03/13/2015. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: III.		Standard Upgrade: F	Result:Eligible.
Equipment Upgrade E 03/13/2015. Last Early 06/21/2018 14:34:23	ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result	SUB	Standard Upgrade: F 919-889-7464	Result:Eligible.
03/13/2015. Last Early	Upg Date: None. USC: III.		_	•
06/21/2018 14:34:23 Equipment Upgrade E	Upg Date: None. USC: III. Upg Elg Check Result	SUB	_	190995755 - ASURION UserText
06/21/2018 14:34:23 Equipment Upgrade E	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III.	SUB	919-889-7464	190995755 - ASURION UserText
03/13/2015. Last Early 06/21/2018 14:34:23 Equipment Upgrade E 03/13/2015. Last Early	Upg Date: None. USC: III. Upg Elg Check Result System Text ligibility Check. Last Upg Date:	SUB	919-889-7464 Standard Upgrade: F	190995755 - ASURION UserText Result:Eligible.
06/21/2018 14:34:23 Equipment Upgrade E 03/13/2015. Last Early 06/21/2018 14:25:32 Equipment Upgrade E	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result	SUB	919-889-7464 Standard Upgrade: F	190995755 - ASURION UserText Result:Eligible. 190995755 - ASURION UserText
06/21/2018 14:34:23 Equipment Upgrade E 13/13/2015. Last Early 06/21/2018 14:25:32 Equipment Upgrade E	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result System Text ligibility Check. Last Upg Date:	SUB	919-889-7464 Standard Upgrade: F	190995755 - ASURION UserText Result:Eligible. 190995755 - ASURION UserText
06/21/2018 14:34:23 Equipment Upgrade E 03/13/2015. Last Early 06/21/2018 14:25:32 Equipment Upgrade E 13/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III.	SUB	919-889-7464 Standard Upgrade: F 919-889-7464 Standard Upgrade: F	190995755 - ASURION UserText Result:Eligible. 190995755 - ASURION UserText Result:Eligible.
06/21/2018 14:34:23 Equipment Upgrade E 13/13/2015. Last Early 06/21/2018 14:25:32 Equipment Upgrade E 13/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III.	SUB	919-889-7464 Standard Upgrade: F 919-889-7464 Standard Upgrade: F	190995755 - ASURION UserText Result:Eligible. 190995755 - ASURION UserText Result:Eligible.
06/21/2018 14:34:23 Equipment Upgrade E 13/13/2015. Last Early 06/21/2018 14:25:32 Equipment Upgrade E 13/13/2015. Last Early	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III.	SUB	919-889-7464 Standard Upgrade: F 919-889-7464 Standard Upgrade: F	190995755 - ASURION UserText Result:Eligible. 190995755 - ASURION UserText Result:Eligible. 190995749 - EDD API I UserText
06/21/2018 14:34:23 Equipment Upgrade E 03/13/2015. Last Early 06/21/2018 14:25:32 Equipment Upgrade E 13/13/2015. Last Early 06/21/2018 09:31:25	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III. Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None. USC: III.	SUB	919-889-7464 Standard Upgrade: F 919-889-7464 Standard Upgrade: F Email payment recei ID IS :EDD	190995755 - ASURION UserText Result:Eligible. 190995755 - ASURION UserText Result:Eligible. 190995749 - EDD API I UserText pt sent to: j.williams@fastmed.com . THE WORKING US

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
06/05/2018 19:28:28	Domestic Data Notice	CSM		919-889-7464	190995757 - DUCS CS
	System Text				UserText
Domestic Data Usage	Notification sent		100% Revi	6 of its data plan ew unbilled data	Customer notified that Mobile Share Grp G9230838 has use n allowance. Additional data has been automatically added. n and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler
06/04/2018 08:44:33	Domestic Data Notice	CSM		919-889-7464	190995757 - DUCS CS
	System Text				UserText
Domestic Data Usage	Notification sent		its da	ata allowance. Α pleted. Review ι	ist notified that Mobile Share Grp G9230838 has used 90% odditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to IE WORKING USER ID IS: Enabler
06/02/2018 17:26:31	CM - Interaction	CRM			190995809 - CLARIFYC
	System Text				UserText
			Need Trou Reso Note reco unlo resul	bleshooting/Sett blution: Shared n s: reason: iphon m: advice to con cked his phone.	ices Help and Troubleshooting/Device Help and tings-How To (Device Support) manufacturer information ne reset suddenly while hes on shopping. ntact, apple support. walk through on device how to seow@gmail.com needs to be updated as his new email o apple store.
06/02/2018 16:45:26	Upg Elg Check Result	SUB		919-889-7464	190995809 - CLARIFYC
	System Text ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Resu iPho	ne Standard Upg	UserText Result:Eligible. Reason:Unknown. Future Elig Date:None. grade: Result:Eligible. : Result:Eligible.
06/02/2018 16:38:09	Upgrade Elig Check	SUB		919-889-7464	193461238 - OPUS TW
	System Text				UserText
	igibility check. Result: Eligible. Las 115. Future eligibility date: None. N		Reas	on: Eligible	
06/02/2018 16:38:05	Upgrade Elig Check	SUB		919-208-3101	193461238 - OPUS TW
	System Text				UserText
	igibility check. Result: Eligible. Las uture eligibility date: None. Notify		Reas	on: Eligible	
06/02/2018 16:37:56	CM - Interaction	CRM			190995809 - CLARIFY(
	System Text				UserText
CM - Interaction			Action Need Trou Note # line not a to A1	bleshooting/Call s: Phone is not I e # 7464 Unabl Ible to reset wi	Call ices Help and Troubleshooting/Feature Help and ler ID/ Call Feature regonizing his thumbprint the passcode is not working le to access email on acct unable to provide passcode . rong email on acct . cust can not get in his phone transfe can iphone device Denied consent on acct ,, no offers

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
06/02/2018 16:36:36	Upg Elg Check Result	SUB		919-889-7464	190995809 - CLARIFYO
	System Text				UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Resu iPho		eason:Unknown. Future Elig Date:None. rade: Result:Eligible.
06/02/2018 16:30:18	Upg Elg Check Result	SUB		919-889-7464	190995803 - OPUS CS
	System Text				UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: PCA.			dard Upgrade: R ne Standard Upg	esult:Eligible. rade: Result:Eligible.
06/02/2018 16:30:18	Upg Elg Check Result	SUB		919-208-3101	190995803 - OPUS CSI
	System Text				UserText
Equipment Upgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date: Noi lone. USC: PCA.	ne.		dard Upgrade: R one Standard Upg	esult:Eligible. ırade: Result:Eligible.
06/02/2018 16:30:13	Upg Elg Check Result	SUB		919-889-7464	190995803 - OPUS CSI
	System Text				UserText
	ligibility Check. Last Upg Date: Upg Date: None. USC: PCA.			dard Upgrade: R one Standard Upg	esult:Eligible. rade: Result:Eligible.
06/02/2018 16:30:12	Upg Elg Check Result	SUB		919-208-3101	190995803 - OPUS CSI
	System Text				UserText
equipment opgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date: Nor lone. USC: PCA.	ile.		dard Upgrade: R one Standard Upg	esuit:Eligible. rade: Result:Eligible.
05/27/2018 13:42:52	Domestic Data Notice	CSM		919-889-7464	190995757 - DUCS CS
	System Text				UserText
Domestic Data Usage	Notification sent		its d	ata allowance. Ac epleted. Review u	st notified that Mobile Share Grp G9230838 has used 75% dditional data will be automatically added when allowance inbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
05/24/2018 12:10:40	EDD_Acc_Level_Note	BAN			190995749 - EDD API I
	System Text				UserText
				il payment receip :EDD	ot sent to: j.williams@fastmed.com . THE WORKING USEF
05/24/2018 11:32:32	Payment Received	FINN			193461372 - REALTIME
	System Text				UserText
	ment deposit date: 05/24/2018. nod: CC. Source: AUTPAY		EPA	Υ	
05/15/2018 23:01:20	CSM General	CSM		919-889-7464	203026859 - LISBETH
	System Text				UserText
			Issue Resc place the s	e: Store rep is ca plution: Validate e due to system i system return. He	15196684 INC#:12463045 Illing to change the SIM card on the line ending on 7464. the account and asked for a note the rep was not able to ssues on his store, advice him to give as a call back once insist that he can do AVT advice and give the article ot need to do that. rep hang up.

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05/11/2018 08:32:51	CPNI Notification	BAN	193461021 - EDD API II
		BAN	
CPNI Notification	System Text		UserText CPNI Notification: CTN:9198897464 Account Number:534115196684 Notification Methods:SMS Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name:JASON WILLIAMS Language:E Insert Datetime:2018-05-10 21:54:25.0 New Value: Name:JASON WILLIAMS RALEIGH Email:J.WILLIAMS@FASTMED.COM Language:E Insert Datetime:2018-05-10 21:54:25.0 . THE WORKING USER ID IS :EDD
05/10/2018 23:48:33	Upg Elg Check Result	SUB	919-889-7464 193460984 - CLARIFY(
	System Text		UserText
	Eligibility Check. Last Upg Date: Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.
05/10/2018 23:44:18	Feature Inquiry	IND	919-889-7464 202028248 - STACEY A
	System Text		UserText
			ACCESSED ACCOUNT TO VERIFY SOC -Sa779r
05/10/2018 23:39:30	Upg Elg Check Result	SUB	919-889-7464 193460920 - ASURION
05/10/2016 23:39:30	System Text	SUB	UserText
	Eligibility Check. Last Upg Date: Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.
05/10/2018 23:39:17	Upg Elg Check Result	SUB	919-889-7464 193460920 - ASURION
	System Text Eligibility Check. Last Upg Date: Upg Date: None. USC: III.		UserText Standard Upgrade: Result:Eligible.
		CSM	
05/10/2018 22:56:47	CSM General	COIVI	919-889-7464 205033177 - SALVADO
05/10/2018 22:56:47	System Text	COIVI	919-889-7464 205033177 - SALVADO UserText
05/10/2018 22:56:47		COM	
05/10/2018 22:56:47	System Text	BAN	UserText ACCNT#:WRLS:534115196684 INC#: I ssue:Rep called bc they are having some connection issues at there store and has an rss ticket, wants to do passcode change and sim change Resolution: Informed the rep that he needs to have rss ticket to change passcode 000000245065740- RSS ticket then was able to change the passcode when trying to do the sim change, asked for serial and token but he didnt have so we didnt change
05/10/2018 22:54:22	System Text		UserText ACCNT#:WRLS:534115196684 INC#: I ssue:Rep called bc they are having some connection issues at there store and has an rss ticket, wants to do passcode change and sim change Resolution: Informed the rep that he needs to have rss ticket to change passcode 000000245065740- RSS ticket then was able to change the passcode when trying to do the sim change, asked for serial and token but he didnt have so we didnt change
05/10/2018 22:54:22	System Text Change BAN Passcode		UserText ACCNT#:WRLS:534115196684 INC#: I ssue:Rep called bc they are having some connection issues at there store and has an rss ticket, wants to do passcode change and sim change Resolution: Informed the rep that he needs to have rss ticket to change passcode 000000245065740- RSS ticket then was able to change the passcode when trying to do the sim change, asked for serial and token but he didnt have so we didnt change
05/10/2018 22:54:22	Change BAN Passcode System Text		UserText ACCNT#:WRLS:534115196684 INC#: I ssue:Rep called bc they are having some connection issues at there store and has an rss ticket, wants to do passcode change and sim change Resolution: Informed the rep that he needs to have rss ticket to change passcode 000000245065740- RSS ticket then was able to change the passcode when trying to do the sim change, asked for serial and token but he didnt have so we didnt change 205033177 - SALVADO UserText
05/10/2018 22:54:22 Passcode changed.	Change BAN Passcode System Text	BAN	UserText ACCNT#:WRLS:534115196684 INC#: I ssue:Rep called bc they are having some connection issues at there store and has an rss ticket, wants to do passcode change and sim change Resolution: Informed the rep that he needs to have rss ticket to change passcode 000000245065740- RSS ticket then was able to change the passcode when trying to do the sim change, asked for serial and token but he didnt have so we didnt change 205033177 - SALVADO UserText

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Creation Date	TYPE	Cate	gory	Subscriber	Created By	
05/01/2018 22:09:05	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI	
	System Text				UserText	
Domestic Data Usage	Notification sent		1GB allov	data ovg allowa vance is deplete	st notified that Mobile Share Grp G9230838 has used nce. Additional 1GB will be automatically added whe d. Review unbilled data & educate on alternative plar 071 THE WORKING USER ID IS :Enabler	n
04/26/2018 19:37:23	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI	
	System Text				UserText	
Domestic Data Usage	Notification sent		100% Revi	% of its data plan ew unbilled data	Customer notified that Mobile Share Grp G9230838 had allowance. Additional data has been automatically a and educate on alternative plans avail. Refer to myCKING USER ID IS: Enabler	dded.
04/25/2018 17:53:31	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI	
	System Text				UserText	
Domestic Data Usage	Notification sent		its d is de	ata allowance. A epleted. Review ı	st notified that Mobile Share Grp G9230838 has used dditional data will be automatically added when allow Inbilled data & educate on alternative plans avail. Re E WORKING USER ID IS :Enabler	vance
04/24/2018 07:14:34	EDD_Acc_Level_Note	BAN			193461021 - EDD API I	
	System Text				UserText	
				::EDD	ot sent to: j.williams@fastmed.com . THE WORKING	USEN
04/24/2018 07:14:32	Payment Received	FINN			190996023 - REALTIME	
	System Text				UserText	
Amount: \$171.72. Met	hod: CC. Source: AUTPAY Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI	
04/21/2010 07:14:07	System Text	COIVI		313-003-7404	UserText	
Domestic Data Usage			its d is de	ata allowance. A epleted. Review (st notified that Mobile Share Grp G9230838 has used dditional data will be automatically added when allow inbilled data & educate on alternative plans avail. Re E WORKING USER ID IS :Enabler	vance
04/11/2018 17:37:40	CSM General	CSM		919-889-7464	193460985 - CMDE AP	
	System Text				UserText	
			char		te for Mobility customers paying with a credit card is er to My CSP * 577596 RequestNumber:107803 . TH S :cmde	
04/11/2018 11:57:46	Add SUB SOC	SUB		919-889-7464	193460985 - CMDE AP	
	System Text				UserText	
Subscriber level SOC 04/11/2018.	created. SOC: BILLMSG21. Ef	fective:				
04/05/2018 14:30:16	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI	
	System Text				UserText	
Domestic Data Usage	•		1GB allov	data ovg allowa vance is deplete	st notified that Mobile Share Grp G9230838 has used nce. Additional 1GB will be automatically added whe d. Review unbilled data & educate on alternative plar 071 THE WORKING USER ID IS :Enabler	n

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03/31/2018 08:19:29	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI
00/01/2010 00:13:23	System Text	OOM	313-003-7404	UserText
Domestic Data Usage	•		100% of its 1GB data added. Review unbil	Cust notified that Mobile Share Grp G9230838 has used ovg allowance. Additional 1GB has been automatically led data and educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
03/29/2018 15:25:15	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI
	System Text			UserText
Domestic Data Usage	Notification sent		1GB data ovg allowa allowance is deplete	st notified that Mobile Share Grp G9230838 has used 75% o nce. Additional 1GB will be automatically added when d. Review unbilled data & educate on alternative plans avail 071 THE WORKING USER ID IS :Enabler
03/26/2018 12:38:24	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI
	System Text			UserText
Domestic Data Usage	Notification sent		100% of its 1GB data added. Review unbil	Cust notified that Mobile Share Grp G9230838 has used ovg allowance. Additional 1GB has been automatically led data and educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
03/26/2018 08:19:42	Domestic Data Notice	CSM	919-889-7464	193461011 - DUCS CSI
	System Text			UserText
Domestic Data Usage	Notification sent		1GB data ovg allowa allowance is deplete	st notified that Mobile Share Grp G9230838 has used 75% o nce. Additional 1GB will be automatically added when d. Review unbilled data & educate on alternative plans avail 071 THE WORKING USER ID IS :Enabler
03/24/2018 08:53:30	EDD_Acc_Level_Note	BAN		193461021 - EDD API I
	System Text			UserText
				ot sent to: j.williams@fastmed.com . THE WORKING USER
03/24/2018 08:53:28	Payment Received	FINN	ID IS :EDD	ot sent to: j.williams@fastmed.com . THE WORKING USER
03/24/2018 08:53:28	Payment Received System Text	FINN	ID IS :EDD	
Payment received. Pay		FINN	ID IS :EDD	190996023 - REALTIME
Payment received. Pay	System Text yment deposit date: 03/24/2018. hod: CC. Source: AUTPAY Domestic Data Notice	FINN	ID IS :EDD	190996023 - REALTIME UserText 193461011 - DUCS CSI
Payment received. Pay Amount: \$125.76. Meth 03/22/2018 21:41:31	System Text yment deposit date: 03/24/2018. hod: CC. Source: AUTPAY Domestic Data Notice System Text		PAY 919-889-7464 Data Overage Alert: 0 100% of its data plan Review unbilled data	190996023 - REALTIME UserText 193461011 - DUCS CSI UserText
Payment received. Payment: \$125.76. Meti	System Text yment deposit date: 03/24/2018. hod: CC. Source: AUTPAY Domestic Data Notice System Text		PAY P19-889-7464 Data Overage Alert: (100% of its data plan Review unbilled data *145071 THE WORL	190996023 - REALTIME UserText 193461011 - DUCS CSI UserText Customer notified that Mobile Share Grp G9230838 has used allowance. Additional data has been automatically added. and educate on alternative plans avail. Refer to myCSP
Payment received. Pay Amount: \$125.76. Meth 03/22/2018 21:41:31 Domestic Data Usage	System Text yment deposit date: 03/24/2018. hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent	CSM	PAY P19-889-7464 Data Overage Alert: (100% of its data plan Review unbilled data *145071 THE WORL	190996023 - REALTIME UserText 193461011 - DUCS CSI UserText Customer notified that Mobile Share Grp G9230838 has used allowance. Additional data has been automatically added. and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler
Payment received. Pay Amount: \$125.76. Meth 03/22/2018 21:41:31 Domestic Data Usage 03/21/2018 19:27:41	System Text yment deposit date: 03/24/2018. hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text	CSM	919-889-7464 Data Overage Alert: Cuits data allowance. Also depleted. Review of the control of	190996023 - REALTIME UserText 193461011 - DUCS CSI UserText Customer notified that Mobile Share Grp G9230838 has used allowance. Additional data has been automatically added. and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 193461011 - DUCS CSI
Payment received. Pay Amount: \$125.76. Meth 03/22/2018 21:41:31 Domestic Data Usage 03/21/2018 19:27:41	System Text yment deposit date: 03/24/2018. hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text	CSM	Pata Usage Alert: Cuits data allowance. A is depleted. Review impCSP *145071 THE	190996023 - REALTIME UserText UserText UserText Customer notified that Mobile Share Grp G9230838 has used allowance. Additional data has been automatically added. and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 193461011 - DUCS CSI UserText st notified that Mobile Share Grp G9230838 has used 90% odditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to
Payment received. Pay Amount: \$125.76. Meth 03/22/2018 21:41:31 Domestic Data Usage 03/21/2018 19:27:41 Domestic Data Usage	System Text yment deposit date: 03/24/2018. hod: CC. Source: AUTPAY Domestic Data Notice System Text Notification sent Domestic Data Notice System Text Notification sent	CSM	Pata Usage Alert: Cuits data allowance. A is depleted. Review impCSP *145071 THE	190996023 - REALTIME UserText UserText UserText Customer notified that Mobile Share Grp G9230838 has used allowance. Additional data has been automatically added. and educate on alternative plans avail. Refer to myCSP KING USER ID IS :Enabler 193461011 - DUCS CSI UserText st notified that Mobile Share Grp G9230838 has used 90% or dditional data will be automatically added when allowance unbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler

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Creation Date	TYPE	Cate	egory	Subscriber	Created By
03/19/2018 15:47:24	CSM General	CSM		919-889-7464	193460985 - CMDE AP
	System Text				UserText
			cust	omers who purc	inging for AT&T Next and tablet installment plans for hased before 8/1/15. Refer to myCSP article *648986 - 307 . THE WORKING USER ID IS :cmde
03/19/2018 15:47:22	Add SUB SOC	SUB		919-889-7464	193460985 - CMDE API
	System Text				UserText
ubscriber level SOC 3/19/2018.	created. SOC: BILLMSG10. Effe	ective:			
03/02/2018 13:22:56	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage	Notification sent		its d	ata allowance. A epleted. Review i	st notified that Mobile Share Grp G9230838 has used 75% of ditional data will be automatically added when allowance inbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
02/24/2018 06:13:17	EDD Acc Level Note	BAN			193461021 - EDD API II
	System Text			l L	UserText
				B :EDD	ot sent to: j.williams@fastmed.com . THE WORKING USER
02/24/2018 06:13:16	Payment Received	FINN			190996023 - REALTIME
	System Text				UserText
	ment deposit date: 02/24/2018. nod: CC. Source: AUTPAY		EPA	Y	
02/24/2018 01:49:53	CC Exp Date Update	FINN			193461138 - QUICKPA
	System Text				UserText
utopay Credit Card e	xpiration date updated		essa		expiration update received from card processor and m mer alerting no further action required . THE WORKING
02/23/2018 00:11:30	Card details changed	BAN			193461138 - QUICKPA\
	System Text				UserText
redit card details we	re changed				
02/04/2018 13:13:31	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Oomestic Data Usage	Notification sent		100% adde	% of its 1GB data ed. Review unbi	Cust notified that Mobile Share Grp G9230838 has used ovg allowance. Additional 1GB has been automatically led data and educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
02/03/2018 10:51:08	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage	Notification sent		1GB allov	data ovg allowa vance is deplete	st notified that Mobile Share Grp G9230838 has used 75% once. Additional 1GB will be automatically added when d. Review unbilled data & educate on alternative plans avaion. THE WORKING USER ID IS:

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Creation Date	TYPE	Cate	gory	Subscriber	Created By
01/28/2018 04:15:40	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage I	Notification sent		100% Revi	6 of its data plan ew unbilled data	sustomer notified that Mobile Share Grp G9230838 has use allowance. Additional data has been automatically added. and educate on alternative plans avail. Refer to myCSP ING USER ID IS :Enabler
01/24/2018 06:28:49	EDD_Acc_Level_Note	BAN			193461021 - EDD API I
	System Text				UserText
				il payment receip :EDD	t sent to: j.williams@fastmed.com . THE WORKING USEF
01/24/2018 06:28:49	Payment Received	FINN			190996023 - REALTIME
	System Text				UserText
Pavment received. Pav	ment deposit date: 01/24/2018.		EPA'	Y	
Amount: \$155.56. Meth	od: CC. Source: AUTPAY				
01/19/2018 21:42:22	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage I	· · ·		Data	Usage Alert: Cus	st notified that Mobile Share Grp G9230838 has used 90%
Ţ.		,	its da	ata allowance. Ac pleted. Review u	Iditional data will be automatically added when allowance nbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler
01/17/2018 17:32:54	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage I	Notification sent		its da	ata allowance. Ac pleted. Review u	st notified that Mobile Share Grp G9230838 has used 75% dditional data will be automatically added when allowance nbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS: Enabler
01/02/2018 09:44:15	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage I	Notification sent		100% adde	of its 1GB data d. Review unbill	cust notified that Mobile Share Grp G9230838 has used ovg allowance. Additional 1GB has been automatically ed data and educate on alternative plans avail. Refer to E WORKING USER ID IS: Enabler
12/31/2017 08:26:20	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage I	Notification sent		1GB allow	data ovg allowar vance is depleted	st notified that Mobile Share Grp G9230838 has used 75% nce. Additional 1GB will be automatically added when I. Review unbilled data & educate on alternative plans ava 171 THE WORKING USER ID IS :Enabler
12/27/2017 20:05:32	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage I	Notification sent		100% Revi	of its data plan w unbilled data	ustomer notified that Mobile Share Grp G9230838 has use allowance. Additional data has been automatically added. and educate on alternative plans avail. Refer to myCSP ING USER ID IS :Enabler
12/26/2017 09:12:39	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text			L	UserText
Domestic Data Usage I			its da	ata allowance. Ac pleted. Review u	st notified that Mobile Share Grp G9230838 has used 90% dditional data will be automatically added when allowance nbilled data & educate on alternative plans avail. Refer to E WORKING USER ID IS :Enabler

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Creation Date	TYPE	Cate	egory	Subscriber	Created By
12/25/2017 06:22:54	Domestic Data Notice	CSM		919-889-7464	193461011 - DUCS CSI
	System Text				UserText
Domestic Data Usage I	Notification sent		its d	ata allowance. Adepleted. Review ur	t notified that Mobile Share Grp G9230838 has used 75% of ditional data will be automatically added when allowance abilled data & educate on alternative plans avail. Refer to WORKING USER ID IS :Enabler
12/24/2017 09:50:36	Payment Received	FINN			190996023 - REALTIME
	System Text				UserText
	od: CC. Source: AUTPAY				
12/24/2017 09:50:36	EDD_Acc_Level_Note	BAN			193461021 - EDD API I
	System Text				UserText
				ill payment receipt 3 :EDD	t sent to: j.williams@fastmed.com . THE WORKING USER
		1			
12/17/2017 01:59:49	CC Payment Failed	SUB			193461138 - QUICKPA)
12/17/2017 01:59:49	CC Payment Failed System Text	SUB			193461138 - QUICKPA) UserText

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